

External Agent User Manual For Eumra Online Application Year 1438 H – 2017

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➤ Login to Online Application

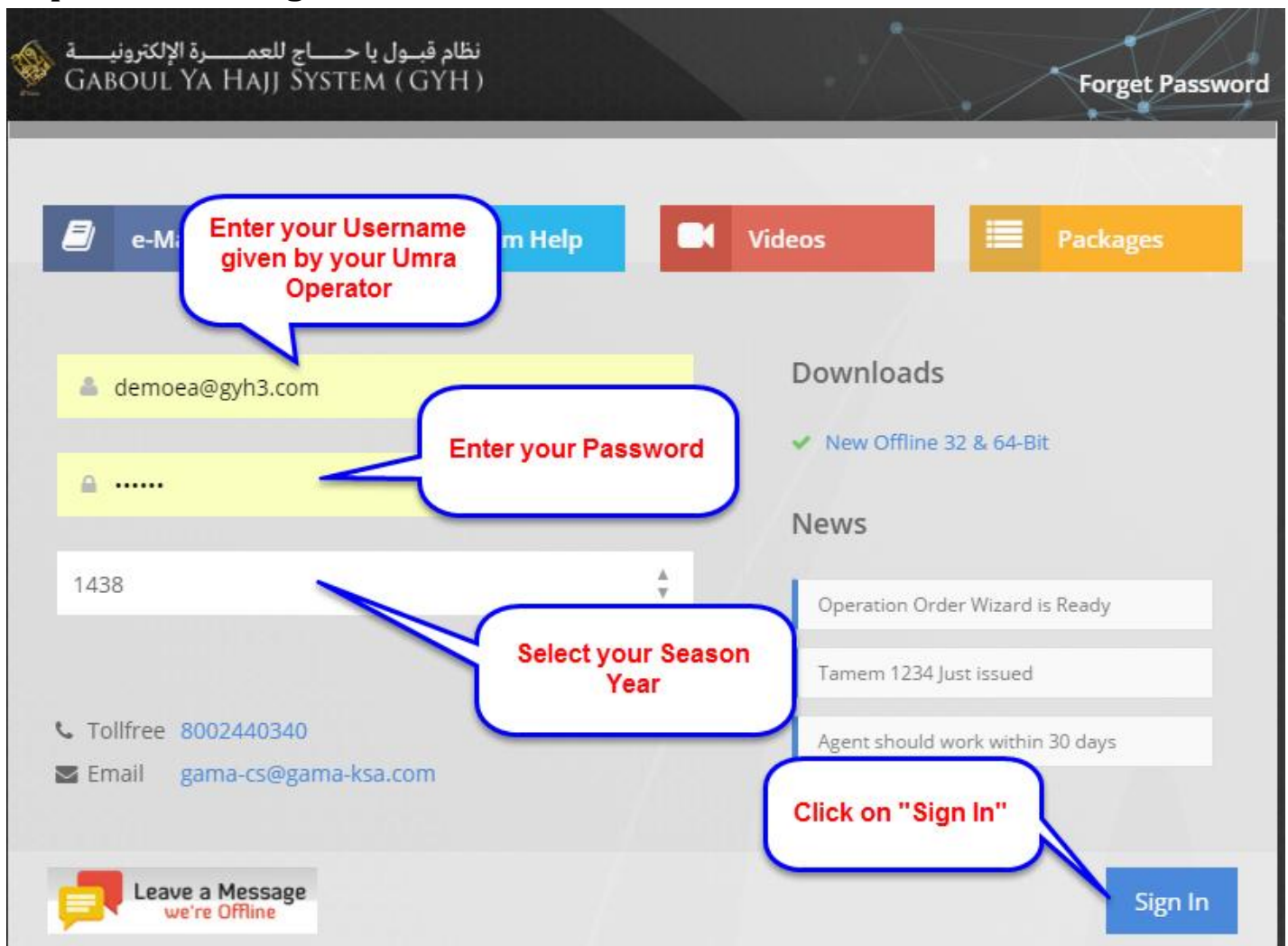
Step 1: Visit www.eumra.com

Step 2: Enter your username in “Enter Username” field given by your Umra Operator.

Step 3: Enter your password in “Password” field.

Step 4: Select your season year from drop down list. i.e. 1438

Step 5: Click on “Sign In” button



The screenshot shows the login interface of the GABOUL YA HAJJ SYSTEM (GYH). The header includes the system name in Arabic and English, a 'Forget Password' link, and navigation buttons for 'e-M...', 'Help', 'Videos', and 'Packages'. The main form contains fields for 'Enter Username' (with a callout: 'Enter your Username given by your Umra Operator'), 'Enter Password' (with a callout: 'Enter your Password'), and a 'Select your Season Year' dropdown menu (with a callout: 'Select your Season Year'). Below these fields are contact details: Tollfree 8002440340 and Email gama-cs@gama-ksa.com. A 'Sign In' button is located at the bottom right (with a callout: 'Click on "Sign In"'). A 'Leave a Message we're Offline' button is at the bottom left. The right sidebar shows 'Downloads' (New Offline 32 & 64-Bit) and 'News' (Operation Order Wizard is Ready, Tamem 1234 Just issued, Agent should work within 30 days).

➤ Home Page Panels

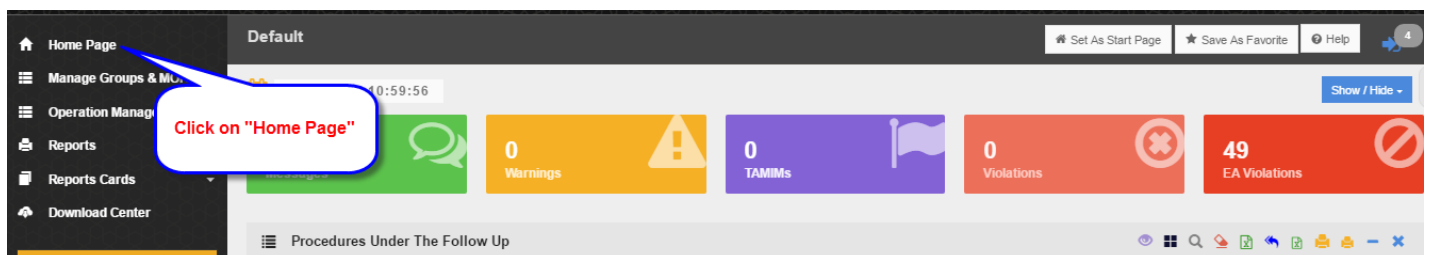
▪ Procedure Under The Follow

In this panel you will find all your requests which are under processing with GAMA/Sejel/MOH/MOI and not yet completed. You can also search for particular request to see its status individually.

Step 1: Click on "Home Page"

Step 2: In Procedure Under The Follow Up panel you can see your under processing requests which indicates as below:

- ✓ **Req ID:** Any request has a unique ID in Sejel. It indicates the ID of each request you send to your Umra Operator.
- ✓ **Type of Request:** It means what kind of request you have sent to your Umra Operator. i.e. Request Group, Request Voucher etc.
- ✓ **Details:** You will find here your Group No, Agent Name and Group Name.
- ✓ **Date:** Means date of request.
- ✓ **Time:** Means time of request.
- ✓ **GAMA:** Means status of your request with GAMA(Gaboul Ya Haj)
- ✓ **SEJEL:** Means status of your request with SEJEL
- ✓ **MOH:** Means status of your request with MOH(Ministry of Hajj)



Default
Set As Start Page
Save As Favorite
Help
4

2016/09/24 10:46:55
Show / Hide

3303 Messages
0 Warnings
11 TAMIMs
359 Violations
232 EA Violations

Procedures Under The Follow Up

Show All entries
Search: Enter Terms...

#	Req.	Type Of Request	Details	Date	Time	Gama	Sejel	MOH
48	175456	Group Validation	[23785] S TRAVEL [تابع 2-1]	2016/01/19	17:45	Waiting	Waiting	
49	175455	Group Validation	[24031] S TRAVEL [تابع 2-2]	2016/01/19	17:45	Waiting	Waiting	
50	175454	Group Validation	[24237] S TRAVEL [تابع 02 فبراير اسكندرية]	2016/01/19	17:45	Waiting	Waiting	
47	175481	Request Voucher	[24827] R TRAVEL [ملحق فوجي 2]	2016/01/19	17:44	Sent	Sent	

➤ Home Page Panels

▪ MOFA

In this panel you will find all details about your MOFA.

Step 1: Click on “Home Page”

Step 2: In “MOFA” panel you can see the following information:

- ✓ **MOFA Issued New:** Means these MOFAs are recently issued. Click on “Group Count” to see the Groups and click on “Mut#” to see the Mutamer list.
- ✓ **MOFA Issued Today:** Means these MOFAs are issued on Today’s date. Click on “Group Count” to see the Groups and click on “Mut#” to see the Mutamer list.
- ✓ **MOFA Cancelled:** Means these MOFAs are cancelled by your Umra Operator upon your request. Click on “Group Count” to see the Groups and click on “Mut#” to see the Mutamer list.
- ✓ **MOFA Rejected:**
- ✓ **Expired MOFA:**
- ✓ **Waiting for MOFA:** Means these Groups are paid and waiting for MOFA to be issued by MOI and Ministry of Foreign Affairs. Click on “Group Count” to see the Groups and click on “Mut#” to see the Mutamer list.

- ✓ **MOFA 45+: Means :** Means these MOFAs have crossed 45 days and Mutamers did not enter to KSA
- ✓ **MOFA Total:** Means Total Count of MOFAs issued up to date. Click on “Group Count” to see the Groups and click on “Mut#” to see the Mutamer list.

➤ **Home Page Panels**

▪ **Groups**

In this panel you will find all information about your Groups and their status.

Step 1: Click on “Home Page”

Step 2: In “Groups” panel you can see the following information:

- ✓ **With Agent:** Means these Groups are still with you and you haven’t requested for MOFA yet. Click on “Group Count” to see the Groups and click on “Mut#” to see the Mutamer list.
- ✓ **With UO:** Means these Groups are requested from your side and now they are waiting with your Umra Operator to request them for MOFA. Click on “Group Count” to see the Groups and click on “Mut#” to see the Mutamer list.
- ✓ **With GAMA:** Means these Groups are requested for MOFA by your Umra Operator and now waiting in GAMA to pass it to Sejel. Click on “Group Count” to see the Groups and click on “Mut#” to see the Mutamer list.
- ✓ **With Sejel:** Means these Groups are now waiting in Sejel to pass it to MOH. Click on “Group Count” to see the Groups and click on “Mut#” to see the Mutamer list.
- ✓ **With MOH:** Means these Groups are now in MOH waiting for processing. Click on “Group Count” to see the Groups and click on “Mut#” to see the Mutamer list.
- ✓ **In Errors:** Means these Groups are rejected by MOH for some technical issues. i.e Hotel Capacity Problem, Mutamer Data Problem etc. These issues will be resolved by your Umra Operator. Click on “Group Count” to see the Groups and click on “Mut#” to see the Mutamer list.
- ✓ **In Errors2:** Means these Groups are rejected by some technical issues and will be resolved by your Umra Operator. i.e. Agent is Inactive, No UO plan etc. Click on “Group Count” to see the Groups and click on “Mut#” to see the Mutamer list.

- ✓ **Filter Error:** Means these Groups are stuck in filter created by your Umra Operator. In this case you have to contact your Umra Operator to know the reason. Click on “Group Count” to see the Groups and click on “Mut#” to see the Mutamer list.

Groups		
Show	10	entries
Search:	Enter Terms...	
Description	(Grp. #)	Mut #
With Agent	65	181
With UO	78	160
With GAMA	68	85
With Sejil	0000	0000
With MOH	160	169
In Errors	139	144
In Error 2	0000	0000
Filter Error	0000	0000
Showing 1 to 8 of 8 entries		1

➤ Home Page

➤ Dashboards

▪ Default View

✓ How To Use General Search Box

Step 1: Type any required text or number in “Search” box and lick “Enter”

Step 2: A new window will be open

Step 3: You will find your result in a categorized menu.

Step 4: For example Groups, Mutamer Name, Voucher, Packages, Agents.

Step 5: Your search result would be found in above categories.

Step 6: Click on any category to find the search details.

Step 7: If your search result is found in Mutamer Name, then by clicking the details will bring you “Mutamer Card” which includes all necessary details about Mutamer.

Step 8: If your search result is found in Groups, then by clicking the details will bring you “Group Card” which includes all necessary details about that particular Group.

➤ Home Page

➤ Dashboards

▪ Default View

✓ How To Use Full Screen Icon and Hide Menus

Step 1: Click on any Item available in Menu

Step 2: For example click on “ Manage Groups & MOFA”

3. Click on “Full Screen” Icon.

4. Click on “Three Row” Icon. This will maximize your screen.

5. While side menu is hidden and with full screen option you can also use other menus by clicking on their icons available on your left side of screen.

6. Repeat step 3 and 4 to go back to normal window function.

➤ Home Page

➤ Dashboards

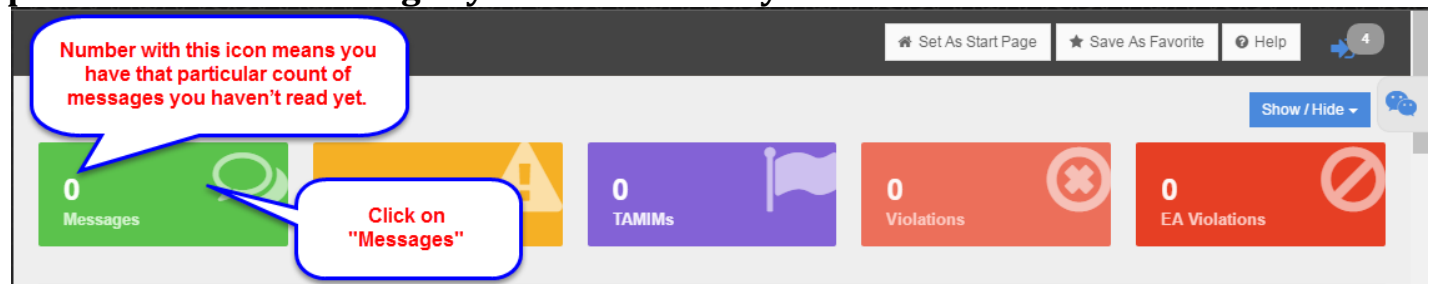
▪ Default View

✓ How To Send a Message

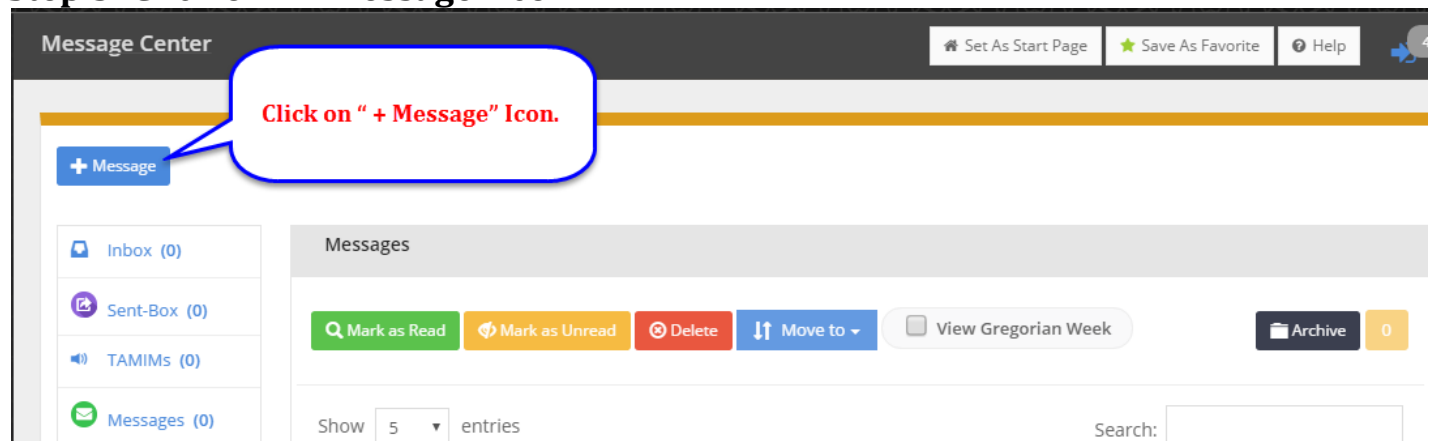
You can use this feature to send Message with attachment to all your UO Users, EA Users , Sub EA Users or a particular User.

Step 1: Click on “Messages” Icon.

Step 2: You can see there is number with this icon which means you have that particular count messages you haven’t read yet.



Step 3: Click on “ + Message” Icon.



Step 4: It will open a new window just like you are composing an email.

Step 5: Write the subject in “Subject” field.

Step 6: Select the required User from Drop Down list “To”. Here you will find several options to select a user. i.e Select All, All My Sub Agent Users, All My UO Users or a particular External Agent User.

Step 7: Attach a file if required.

Step 8: Write the Message

New Message

From: dem

Subject:

To:

Attachment: Select

Type the "Subject" of your message

Select the required user from drop down list

Attach a file if required

Write the Message here

Rich text editor toolbar: Bold, Italic, Underline, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Link, Unlink, Table, Insert image, Insert video, Source code, Help.

Step 9: Click on "Send" Button.

Click "Send"

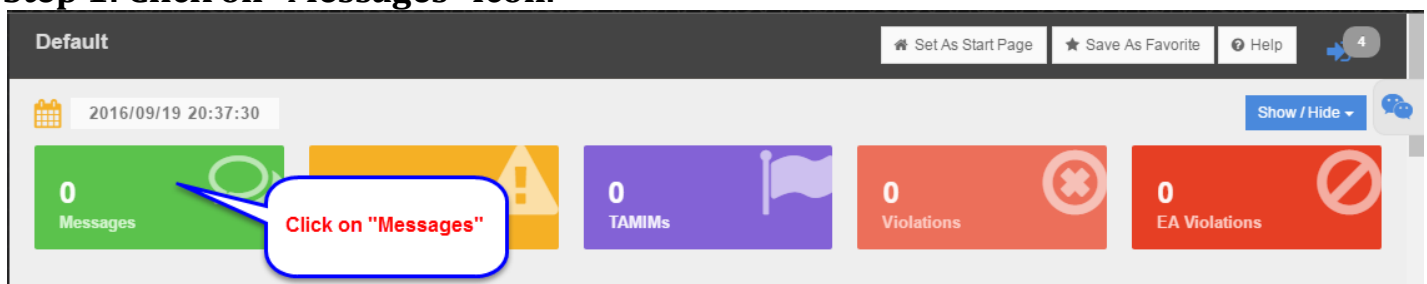
➤ Home Page

➤ Dashboards

▪ Default View

✓ How to Use Mark as Read, Archive, Delete or Move Messages to a Folder

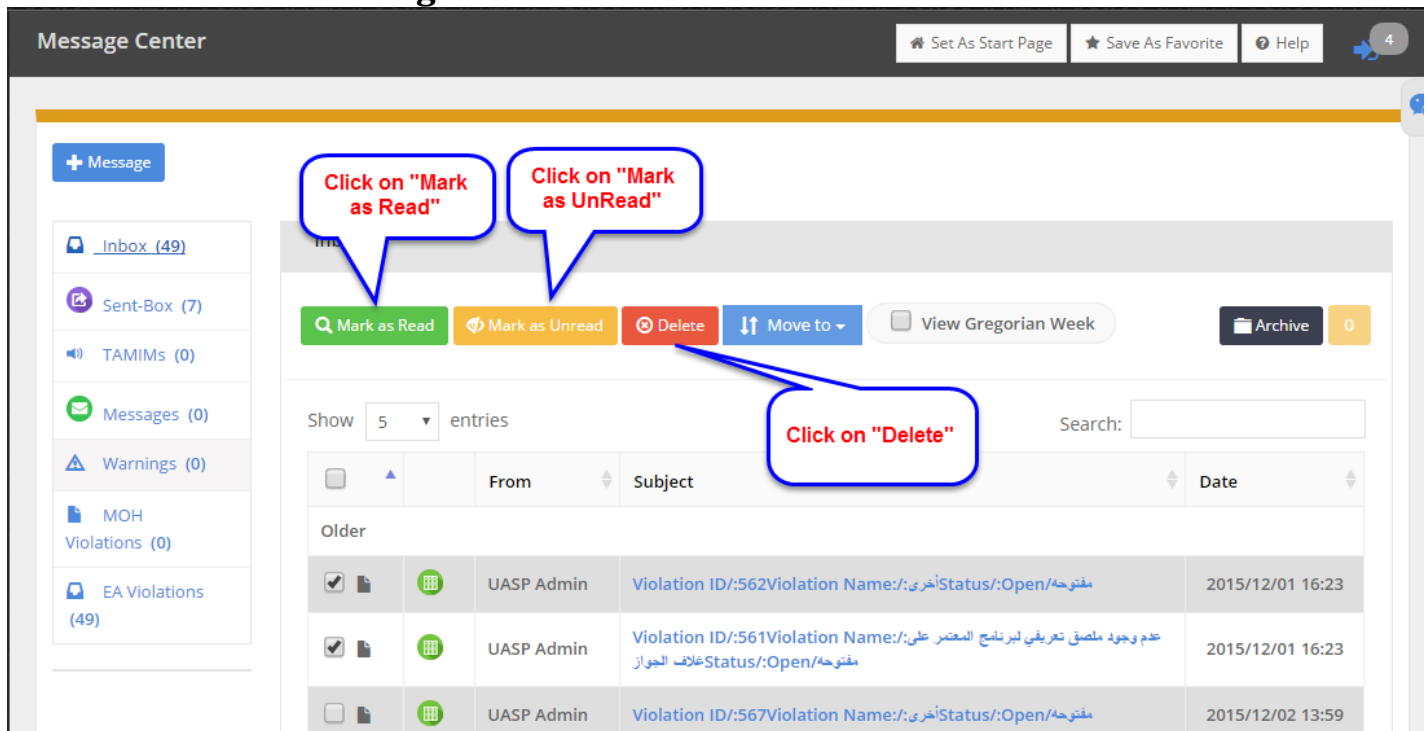
Step 1: Click on "Messages" Icon.



Step 2: Select the required Message.

Step 3: Click on "Mark As Read"

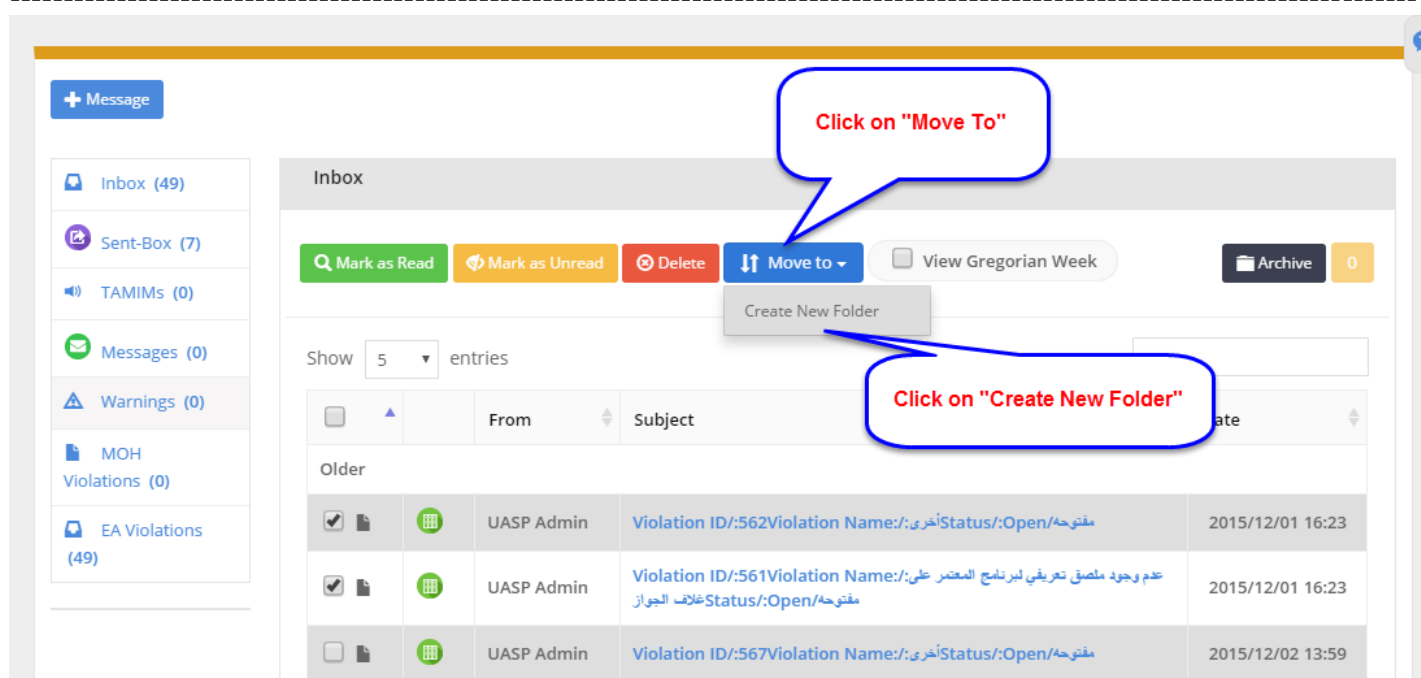
Step 4: Or Select the required Message and click on "Delete" Button if you would like to delete the Message.



Step 5: Or Select the required Message and Click on "Move To"

Step 6: Select the required Folder or click on "Create New Folder"

Step 7: Write Folder Name and click on "Create"



The screenshot shows the 'Inbox' section of the Umra Application. On the left, there is a sidebar with various message categories: + Message, Inbox (49), Sent-Box (7), TAMIMs (0), Messages (0), Warnings (0), MOH Violations (0), and EA Violations (49). The main area displays a list of messages. Above the list, there are action buttons: Mark as Read, Mark as Unread, Delete, Move to, View Gregorian Week, and Archive. A callout bubble points to the 'Move to' button with the text 'Click on "Move To"'. Another callout bubble points to the 'Create New Folder' button with the text 'Click on "Create New Folder"'. The message list shows three entries from 'UASP Admin' with details about violations and their status.



The screenshot shows the 'New Folder' dialog box. It has a title bar 'New Folder' and a text input field labeled 'Folder Name:' with the text 'My Important Messages' entered. A callout bubble points to the input field with the text 'Type "Folder Name"'. At the bottom right, there are two buttons: 'Create' and 'Cancel'.

Step 8: You can archive your messages by clicking on "Archive"

Step 9: You can restore your archived messages by clicking on "Orange Color Box" Icon.

Message Center

Set As Start Page Save As Favorite Help 4

+ Message

- Inbox (49)
- Sent-Box (7)
- TAMIMs (0)
- Messages (0)
- Warnings (0)
- MOH Violations (0)
- EA Violations (49)

Inbox

Mark as Read Mark as Unread Delete Move to View Gregorian Week Archive 0

Show 5 entries Search

Click to "Restore" archived Messages

Click on "Archive"

	From	Subject	Date
Older			
<input checked="" type="checkbox"/>	UASP Admin	Violation ID:/562Violation Name:/:أخرىStatus:/Open/مفتوحة	2015/12/01 16:23
<input checked="" type="checkbox"/>	UASP Admin	Violation ID:/561Violation Name:/:عدم وجود ملصق تعريفى لبرنامج المعتمر على:مفتوحةStatus:/Open/خلاف الجواز	2015/12/01 16:23
<input type="checkbox"/>	UASP Admin	Violation ID:/567Violation Name:/:أخرىStatus:/Open/مفتوحة	2015/12/02 13:59

Step 10: You can Adjust your screen view by clicking on "Calendar View"

Step 11: You can use the search box field to search for a certain Message.

Message Center

Set As Start Page Save As Favorite Help 4

+ Message

- Inbox (49)
- Sent-Box (7)
- TAMIMs (0)
- Messages (0)
- Warnings (0)
- MOH Violations (0)
- EA Violations (49)

Inbox

Mark as Read Mark as Unread Delete Move to View Gregorian Week Archive 0

Show 5 entries Search

Use "Search" box to search for a Message

	From	Subject	Date
Older			
<input checked="" type="checkbox"/>	UASP Admin	Violation ID:/562Violation Name:/:أخرىStatus:/Open/مفتوحة	2015/12/01 16:23
<input checked="" type="checkbox"/>	UASP Admin	Violation ID:/561Violation Name:/:عدم وجود ملصق تعريفى لبرنامج المعتمر على:مفتوحةStatus:/Open/خلاف الجواز	2015/12/01 16:23
<input type="checkbox"/>	UASP Admin	Violation ID:/567Violation Name:/:أخرىStatus:/Open/مفتوحة	2015/12/02 13:59

➤ Home Page

➤ Dashboards

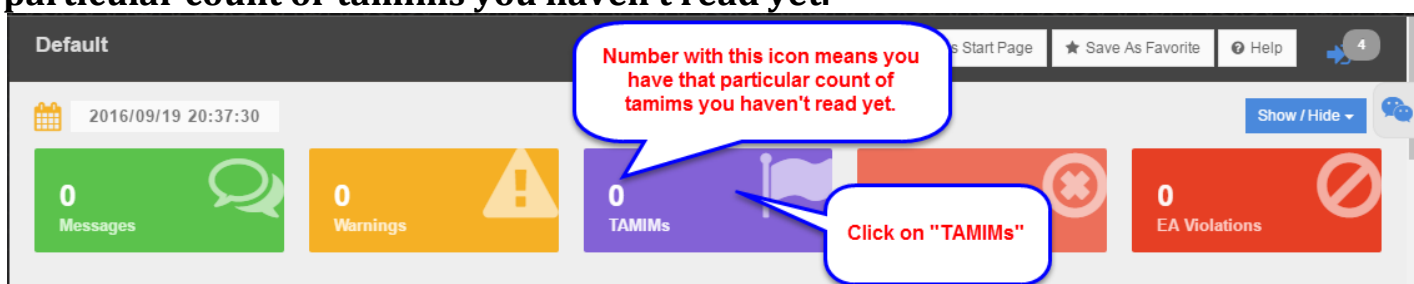
▪ Default View

✓ How to Read “Tamim”(Circulars)

You can use this screen to read important tamims (Circulars) sent by your Umra Operator or Ministry of Hajj(MOH)

Step 1: Click on “Tamims” Icon.

Step 2: You can see there is number with this icon which means you have that particular count or tamims you haven’t read yet.



Step 3: Click on “Subject” of the tamim.

Step 4: It will open a new window with attachment.

Step 5: Download the attachment and read the tamim.

➤ Home Page

➤ Dashboards

▪ Default View

✓ How To Read Notifications

You can use this section while you are working in any section of the application. It will notify you for any new update.

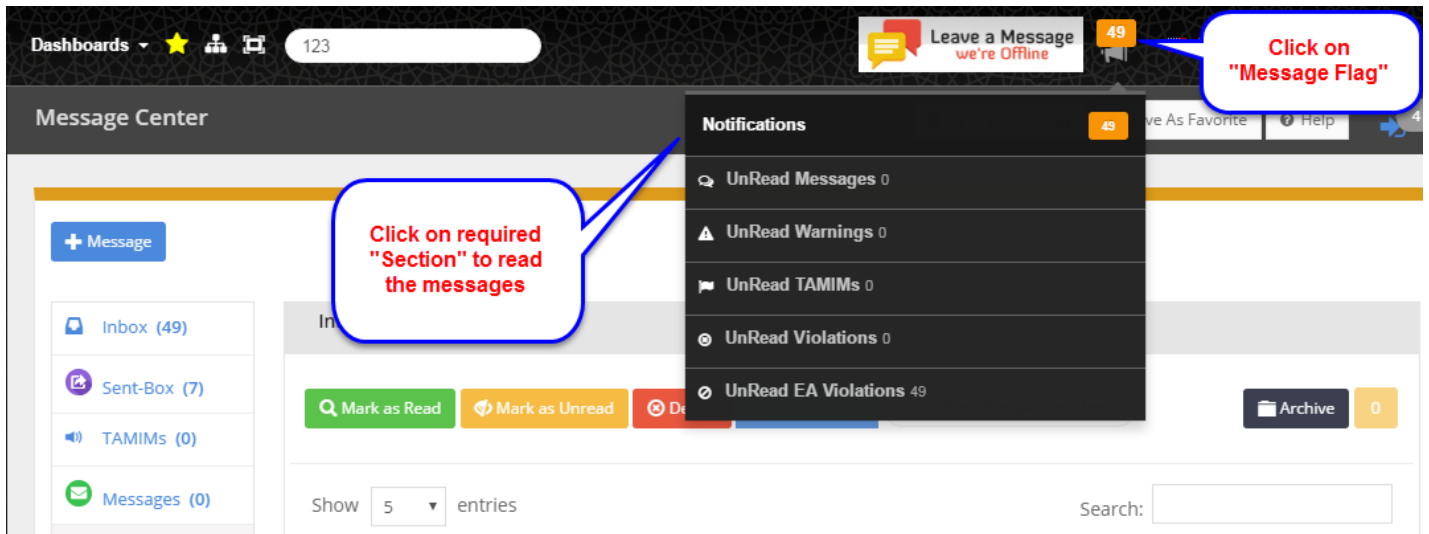
Step 1: Click on “Message Flag” Icon.

Step 2. The numbers with “Message Flag” are the Total Number of Messages which are still unread by the User.

Step 3. A menu will be open.

4. Click on “required section” to read the messages. i.e Unread Messages, Unread Violations etc.

5. It will open that particular section to read its messages.



➤ Home Page

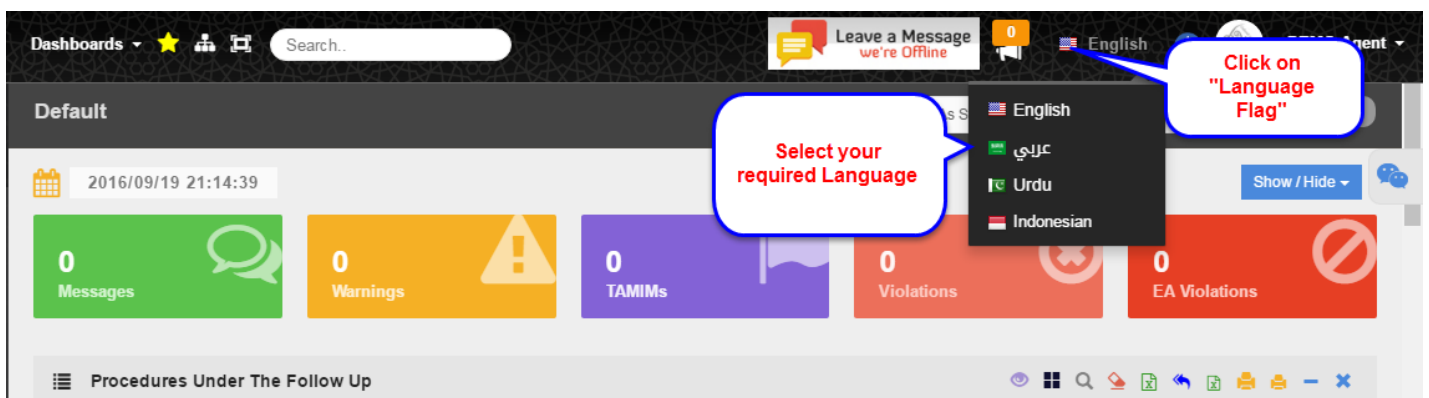
➤ Dashboards

▪ Default View

✓ How To Change Language while You are Signed In

Step 1: Click on "Language Flag" Icon.

Step 2: Click on your required Language



➤ Home Page

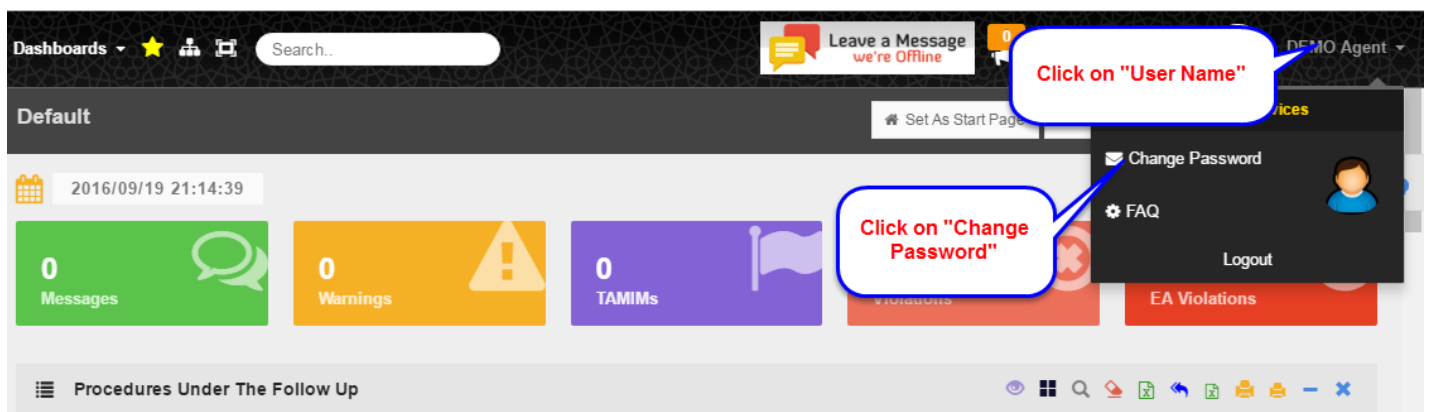
➤ Dashboards

▪ Default View

✓ How To Change Password

Step 1: Click on "User Name"

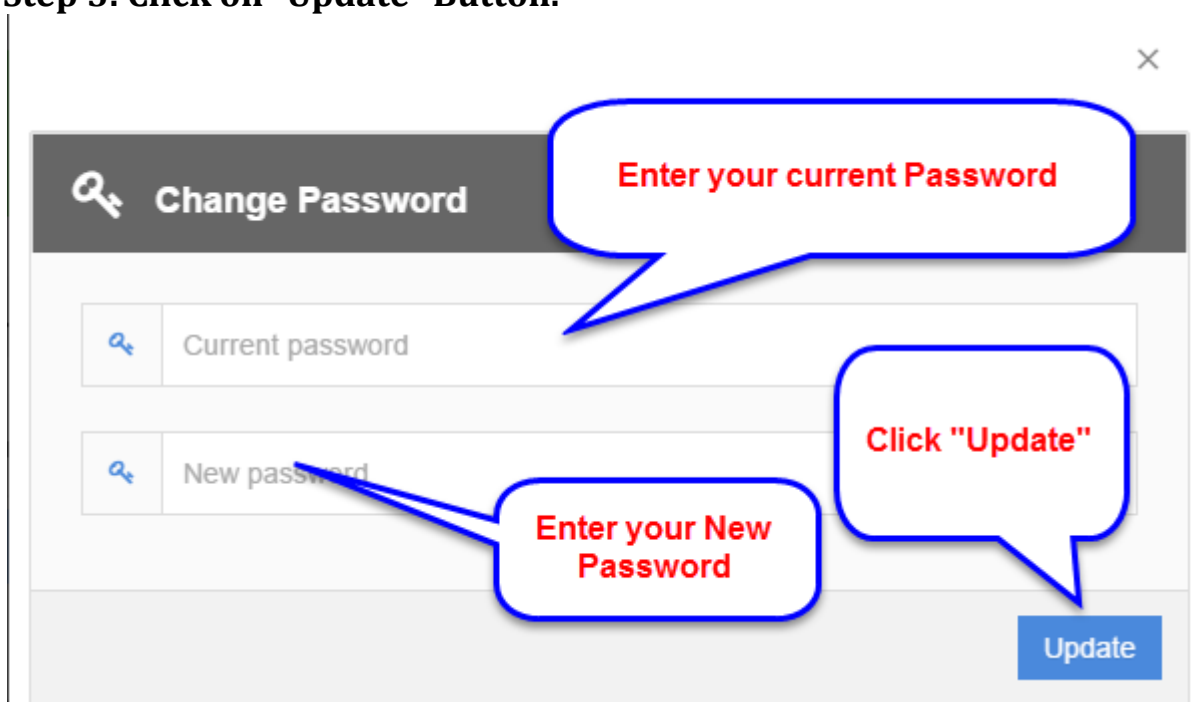
Step 2: Click on "Change Password"



Step 3: Enter your current password

Step 4: Enter your new password

Step 5: Click on "Update" Button.



The screenshot shows the "Change Password" form. It has two input fields: "Current password" and "New password". A callout bubble points to the "Current password" field with the text "Enter your current Password". Another callout bubble points to the "New password" field with the text "Enter your New Password". A third callout bubble points to the "Update" button with the text "Click 'Update'".

➤ Home Page

➤ Dashboards

▪ Default View

✓ How To Leave a Message for Offline Gaboul Ya Haj Support Staff

Leave a Message for Offline Gaboul Ya Haj Support Staff

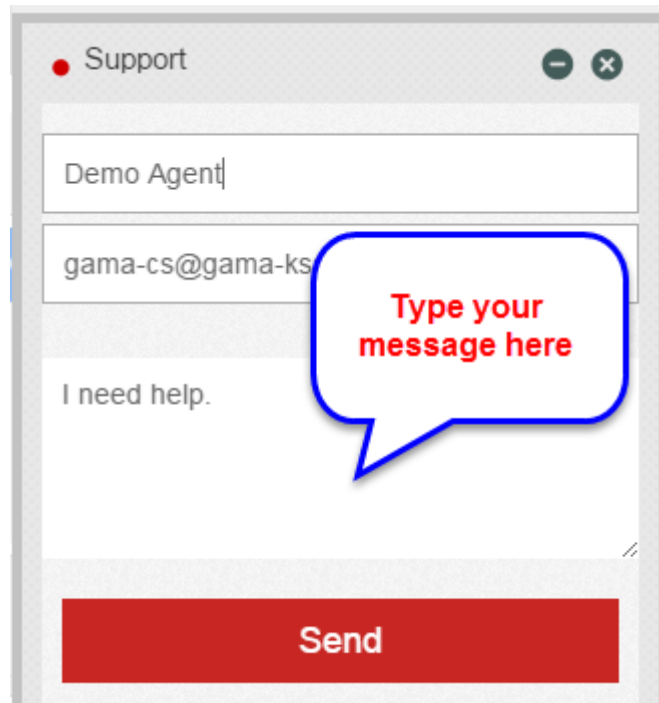
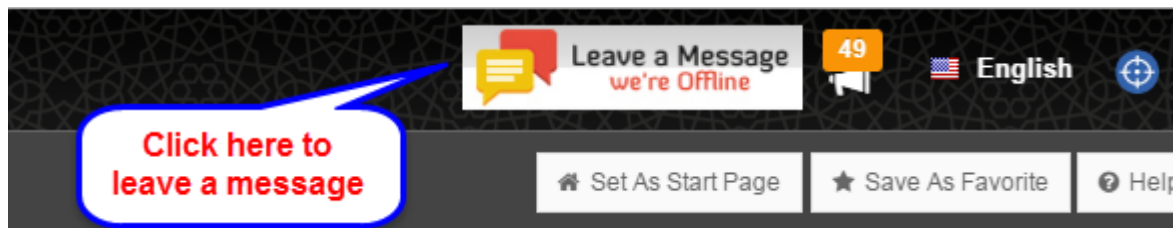
Step 1: Click on “Leave a Message we’re Offline” Icon.

Step 2: A window will open with your Name.

Step 3: Enter the required Staff’s Email.

Step 4: Write the message in the Box.

Step 5: Click on “Send”



➤ Home Page

➤ Dashboards

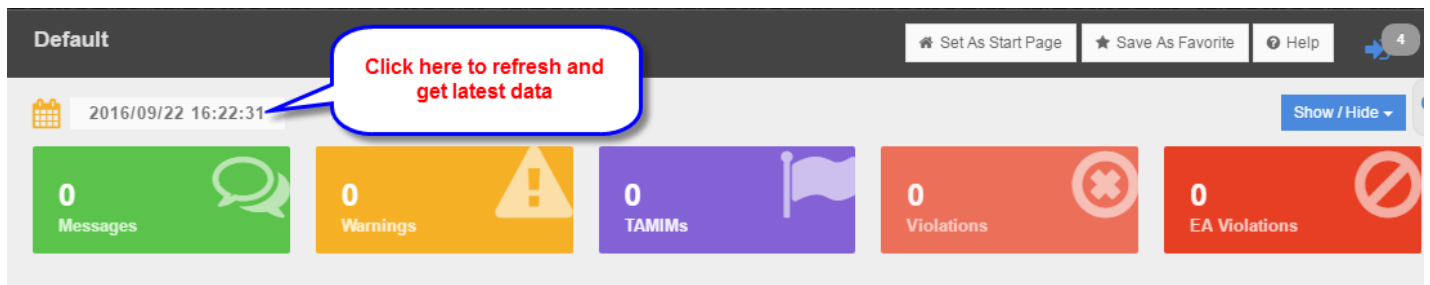
▪ Default View

✓ How to Refresh and Get Latest Main Page Data

All data available on Main Page will be refreshed within certain period of time. But you can refresh at any time to get latest data.

Step 1: Click on “Calendar and Time Stamp”

Step 2: It will refresh all data with time stamp.



➤ Home Page

➤ Dashboards

▪ Default View

✓ How To Save a Page as Favorite

This option is useful for quick access to the required pages.

Step 1: Click on any page i.e. “Manage Groups & MOFA”

Step 2: Right Click on “Confirm Quota”

Step 3: Click on “Save To Favorite”

Step 4: Star Icon color will be turn “Green”

➤ Home Page

➤ Dashboards

▪ Default View

✓ How To Use and Remove Favorite Pages

This option is useful for quick access to the required pages.

Step 1: Click on “Star” Icon.

Step 2: It will open saved pages in “Favorite” menu.

Step 3: Click on “X” button to remove the unused page.

➤ Home Page

➤ Dashboards

▪ Default View

✓ How To Set A Page As Start Page

E Umra Application is used by several types of Users. So they can set their required Page “As Start Page”. So when they Login to the Application they will be redirected to that Page.

1. Click on any page i.e. “Group Management”

2. Click on “Set As Start Page”

3. Icon color will be turn “Green”

4. Log out and Login again to see the effect.

➤ Home Page

➤ Dashboards

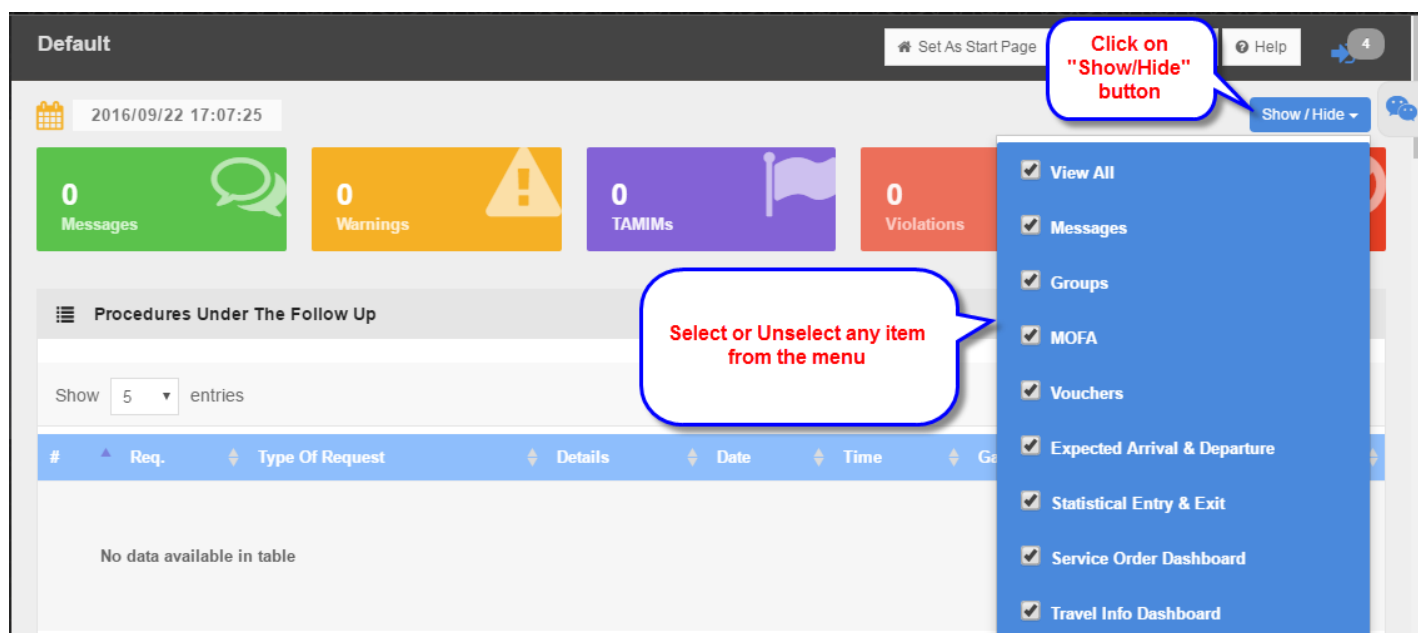
▪ Default View

✓ How to Show or Hide Panels

You can hide any unused panel from the main and later on you can show that panel to use if required.

Step 1: Click on “Show/Hide” Button

Step 2: Select the required panels from drop down list.



The screenshot shows the dashboard interface with a top navigation bar and a main content area. The top bar includes a 'Set As Start Page' button, a 'Help' button, and a 'Show / Hide' button. A callout bubble points to the 'Show / Hide' button with the text: "Click on 'Show/Hide' button". The main content area displays four panels: Messages (0), Warnings (0), TAMIMs (0), and Violations (0). Below these panels is a section titled 'Procedures Under The Follow Up' with a 'Show 5 entries' dropdown. A callout bubble points to the dropdown menu with the text: "Select or Unselect any item from the menu". The dropdown menu is open, showing a list of items with checkboxes: View All, Messages, Groups, MOFA, Vouchers, Expected Arrival & Departure, Statistical Entry & Exit, Service Order Dashboard, and Travel Info Dashboard.

MOFA

Show 10 entries Search: Enter Terms...

Description	Count #
Mofa Issued New	6
Mofa Issued Today	
Mofa Canceled	169
Mofa Rejected	113 181
Expired MOFA	65 0000
Waiting For MOFA	148 127
MOFA 45+	153 47
Mofa Total	74 153

It will show/hide these type of pannels

Groups

Show 10 entries Search: Enter Terms...

Description	Count #
With Agent	
With UO	
With GAMA	125 125
With Sejil	0000 0000
With MOH	81 174
In Errors	42 136
In Error 2	0000 0000
Filter Error	0000 0000

It will show/hide these type of pannels

➤ Home Page

➤ Dashboards

▪ Default View

✓ How to Use Side Menu Notifications

Step 1: Click on the "Arrow" icon.

Step 2: Numbers beside Arrow means number of notifications.

Step 3: You can see the notifications.

Step 4: Click on required notifications to see the details.

Step 5: Click on the "Arrow" icon again to go back to normal page.

Default

Set As Start Page Save As Favorite Help

2016/09/22 17:07:25

0
Messages

0
Warnings

0
TAMIMs

0
Violations

0
EA Violations

Click on "Arrow"

Default
Set As Start Page
Save As Favorite
Help
4

2016/09/22 17:59:58

0 Messages

0 Warnings

0 TAMIMs

0 Violations

49 EA Violations

Procedures Under The Follow Up

Show 5 entries
Search: Enter Terms...

#	Req.	Type Of Request	Details	Date	Time	Gama	Sejel	MOH
No data available in table								

Inside KSA
434
Details

Plus 30
1
Details

Runaway
0
Details

Death
0
Details

Click on
"Details"

Mutamer Listing for - Inside KSA - []

Total Mutamers : 434 (Adult- 417/ Child- 12/ Infant- 5)

Show 5 entries
Search:

#	EAID	EA Name	Group No	Group Name	Package	Duration	Days in KSA	MID	Mutamer Name	Age	Gender	Nationality	Passport No	Re ID
---	------	---------	----------	------------	---------	----------	-------------	-----	--------------	-----	--------	-------------	-------------	-------

Mutamer list of
"Inside KSA"

➤ Home Page

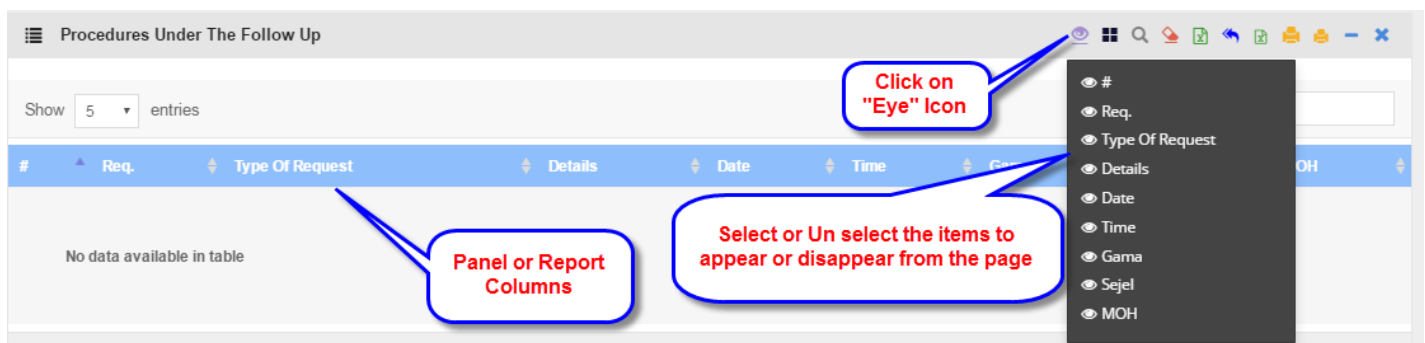
➤ Dashboards

▪ Default View

✓ How to Use (Eye) Icon

You can use this icon to adjust your Page/Report by selecting required columns or unselecting some columns.

Step 1: Click on (Eye) image to select the required column to be appear or disappear from panel or report.



➤ Home Page

➤ Dashboards

▪ Default View

✓ How to Use (Magnifier) Icon

You can use this icon to search for a particular type of request and follow-up its status.

Step 1: Click on (Magnifier) image to search specific request to know its status.

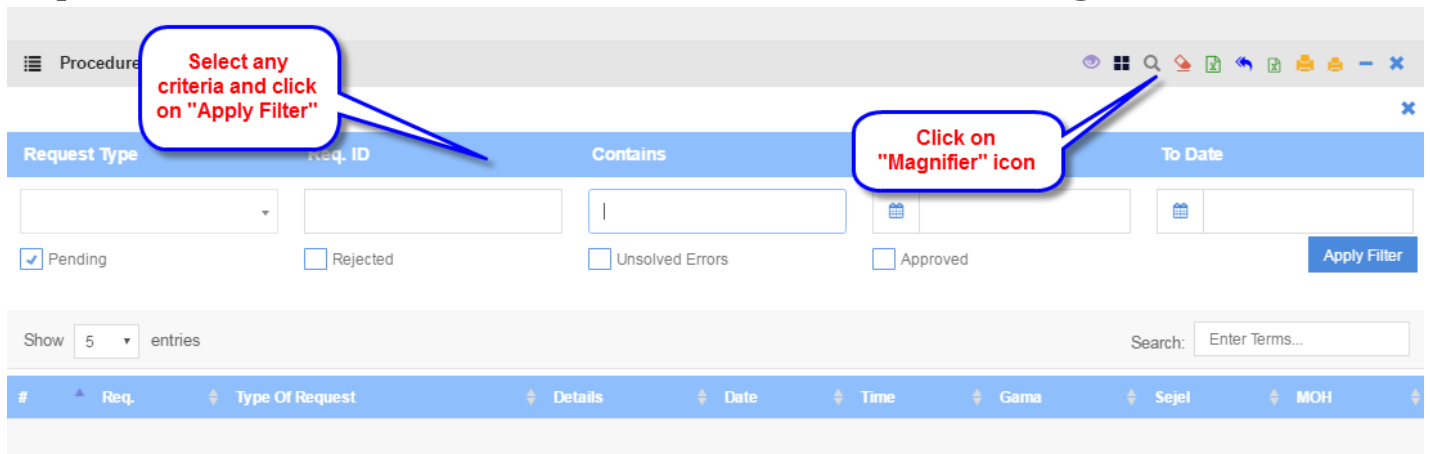
Step 2: Select the required request by using the following criteria:

- ✓ **Request Type:** Select the required request from drop down list.
- ✓ **Req ID:** Every request has a unique ID. Use this field to search by Req ID.
- ✓ **Contains:** If you don't know the request type then use this field to write the name and search.
- ✓ **From Date:** Use this calendar to search between certain periods.
- ✓ **To Date:** this calendar to search between certain periods.
- ✓ **Pending:** Means these requests are still pending and not yet completed.

- ✓ **Rejected:** Means these requests are reject by some reason.
- ✓ **Unsolved Errors:** Means these requests are in error and not resolved yet.
- ✓ **Approved:** Means these requests are approved.

Step 3: Select one of the criteria and click on "Apply Filter"

Step 4: You can use search box to check certain items from the given records.



The screenshot shows the Umra Application Service Provider interface. At the top, there is a header bar with the title "Procedure" and a search icon. Below the header, there is a filter section with the following options:

- Request Type:** A dropdown menu.
- Req. ID:** A text input field.
- Contains:** A text input field.
- To Date:** A date picker.

Below the filter section, there are four checkboxes for filtering by status:

- ☒ Pending
- ☐ Rejected
- ☐ Unsolved Errors
- ☐ Approved

An "Apply Filter" button is located to the right of the checkboxes. Below the filter section, there is a "Show" dropdown set to "5" and a "Search" input field with the placeholder text "Enter Terms...".

Two callout boxes provide instructions:

- One callout points to the filter section with the text: "Select any criteria and click on 'Apply Filter'".
- Another callout points to the search input field with the text: "Click on 'Magnifier' icon".

➤ Home Page

➤ Dashboards

▪ Default View

✓ How to Reset Columns To Their Default Position

You can change the position of columns at any time according to your requirements by moving from one place to another. You can also change the sort position of columns to ascending or descending. Use this icon to reset the columns to their default positions.

Step 1: Click on (Eraser) icon to reset the columns to their default positions.

Procedures Under The Follow Up

Request Type Req. ID Contains To Date

☒ Pending ☐ Rejected ☐ Unsolved Errors ☐ Approved

Select the column and move from one place to another

Search: Enter Terms...

Details Date Time Gama Sejel MOH

➤ Home Page

➤ Dashboards

▪ Default View

✓ How to Send the Current Record by Email(Undo Icon)

You can send your records to someone by Email at any time

Step 1: Click on (Undo) icon.

Procedures Under The Follow Up

Request Type Req. ID Contains From D To Date

☒ Pending ☐ Rejected ☐ Unsolved Errors ☐ Approved

Show 5 entries Search: Enter Terms...

Req. Type Of Request Details Date Time Gama Sejel MOH

Click on "Undo" icon

Step 2: Enter the required Email Address and click Ok

2016/09/28 09:46:56

Please enter email address
gama-cs@gama-ksa.com

Prevent this page from creating additional dialogs.

OK Cancel

Enter your Email Address

Click "Ok"

0 Messages

0 Warnings

0 EA Violations

Search: Enter Terms...

#	Req.	Type Of Request	Details	Date	Time	Gama	Sejel	MOH
No data available in table								

Inbox

Search Inbox

Arranged By: Date Newest on top

Today

umra-sys@gama-ksa.com 10:03 AM
DEMO Agent: Procedures Under The Follow Up

Yesterday

DEMO Agent: Procedures Under The Follow Up

umra-sys@gama-ksa.com

Sent: Wed 2016/09/28 9:49 AM

To: gama-cs@gama-ksa.com

#	Req.	Type Of Request	Details	Date	Time	Gama	Sejel	MOH
No data available in table								

➤ Home Page

➤ Dashboards

▪ Default View

✓ How to Export All Records to Excel(Large Icon)

You can Export your all records to Excel file for any report. All records means if you have more than 100 or any number of records then you can export all records.

Step 1: Click on (Large Excel) icon to download.

Step 2: Open the downloaded file to see the records.

Procedures Under The Follow Up

Request Type Req. ID Contains To Date

☒ Pending ☐ Rejected ☐ Unsolved Errors ☐ Approved

Show 5 entries Search: Enter Terms...

#	Req.	Type Of Request	Details	Date	Time	Gama	Sejel	MOH
---	------	-----------------	---------	------	------	------	-------	-----

Click on
"Large Excel" icon

➤ Home Page

➤ Dashboards

▪ Default View

✓ How to Export Current Records to Excel (Small Excel) icon.

You can Export your current records to Excel file for any report. Current means if you have more than 5 or any number of records then you can see records for 5 out of 200 or more and export only that number of records.

Step 1: Click on (Small Excel) icon to download.

Step 2: Open the downloaded file to see the records.

Procedures Under The Follow Up

Request Type Req. ID Contains From Date

☒ Pending ☐ Rejected ☐ Unsolved Errors ☐ Approved

Show 5 entries Search: Enter Terms...

#	Req.	Type Of Request	Details	Date	Time	Gama	Sejel	MOH
---	------	-----------------	---------	------	------	------	-------	-----

Click on
"Large Excel" icon

➤ Home Page

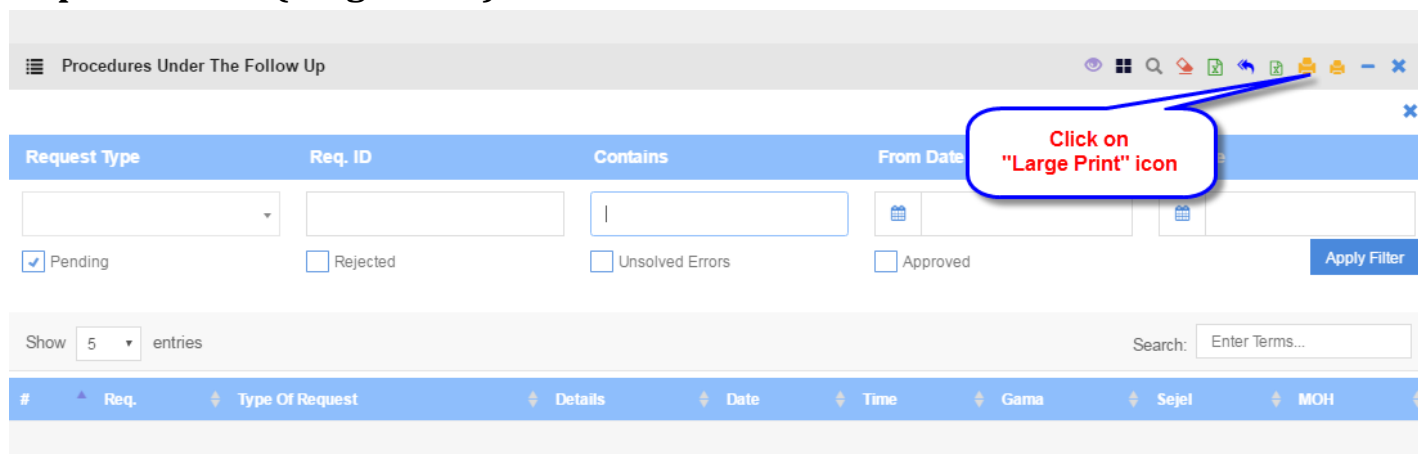
➤ Dashboards

▪ Default View

✓ How to Print All Records(Large Print) Icon

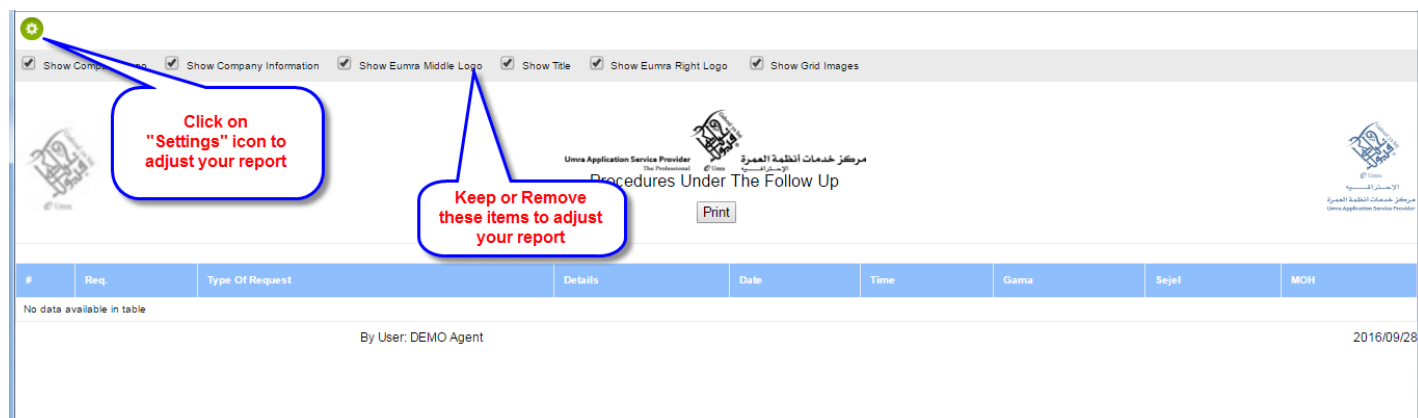
You can Print your all records for any report. All records means if you have more than 100 or any number of records then you can print all records.

Step 1: Click on (Large Print) icon.



Step 2: Click on “Settings” icon to adjust your report by removing or keeping logos etc.

Step 3: Click “Print” button



➤ Home Page

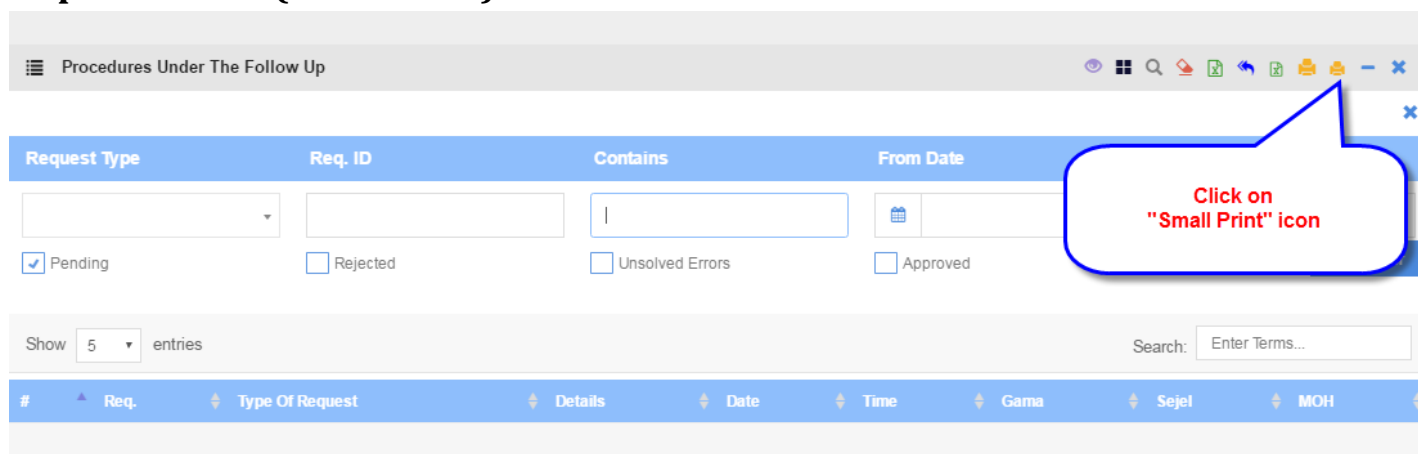
➤ Dashboards

▪ Default View

✓ How to Print Current Records(Small Print) Icon

You can Print your current records for any report. Current means if you have more than 5 or any number of records then you can see records for 5 out of 200 or more and Print only that number of records.

Step 1: Click on (Small Print) icon.



Procedures Under The Follow Up

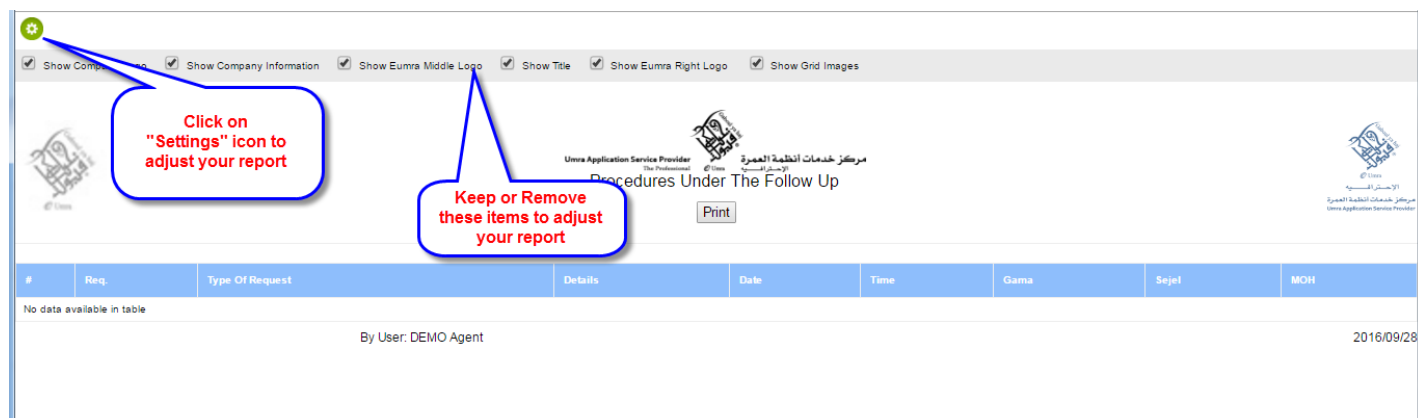
Request Type: Pending ☒ Rejected ☐ Unsolved Errors ☐ Approved ☐

Req. ID: [] Contains: [] From Date: []

Show 5 entries Search: Enter Terms...

#	Req.	Type Of Request	Details	Date	Time	Gama	Sejel	MOH
---	------	-----------------	---------	------	------	------	-------	-----

Step 2: Click on “Settings” icon to adjust your report by removing or keeping logos etc.



Settings

Click on "Settings" icon to adjust your report

Keep or Remove these items to adjust your report

Show Company Information ☒ Show Eumra Middle Logo ☒ Show Title ☒ Show Eumra Right Logo ☒ Show Grid Images ☒

Procedures Under The Follow Up

Print

#	Req.	Type Of Request	Details	Date	Time	Gama	Sejel	MOH
---	------	-----------------	---------	------	------	------	-------	-----

No data available in table

By User: DEMO Agent 2016/09/28

Step 3: Click “Print” button

Home Page

➤ Dashboards

▪ Default View

✓ How To Download and Install Supportive Applications on Smart Phones and PCs

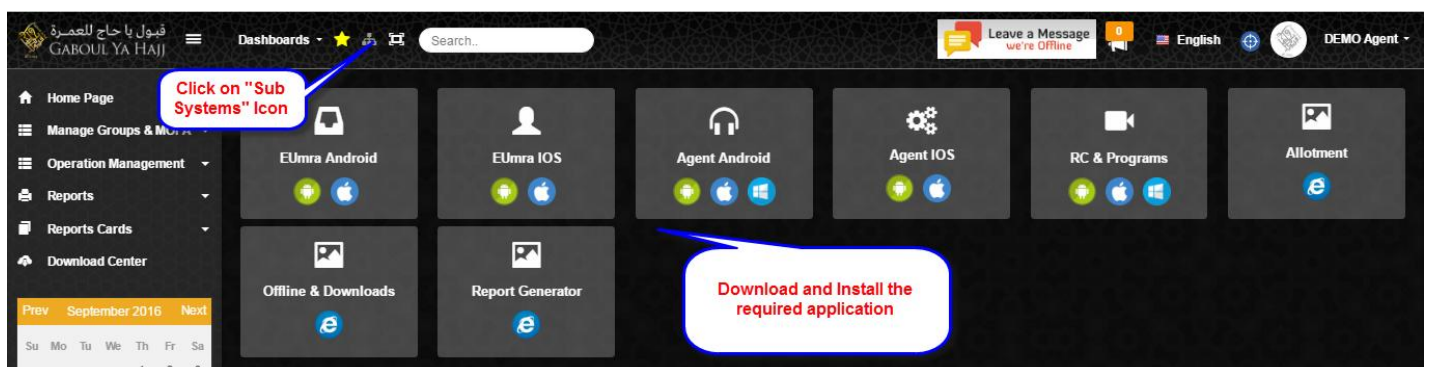
Gaboul Ya Haj provides some supportive applications on smart phones.

Step 1: Click on “Sub Systems” Icon.

Step 2: A window will open.

Step 3: Select your required Application according to your Smart Phone IOs

Step 4: Download and Install the Application.



➤ Home Page

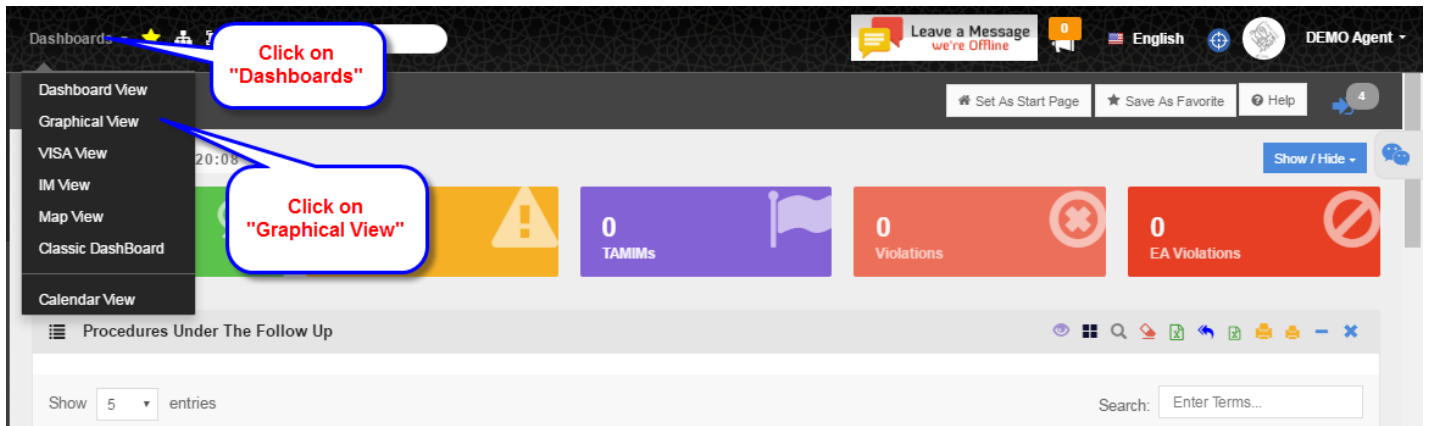
➤ Dashboards

▪ Graphical View

This feature will show your statistics in a Graphical style.

Step 1: Click on “Dashboards”

Step 2: Click on “Graphical View”



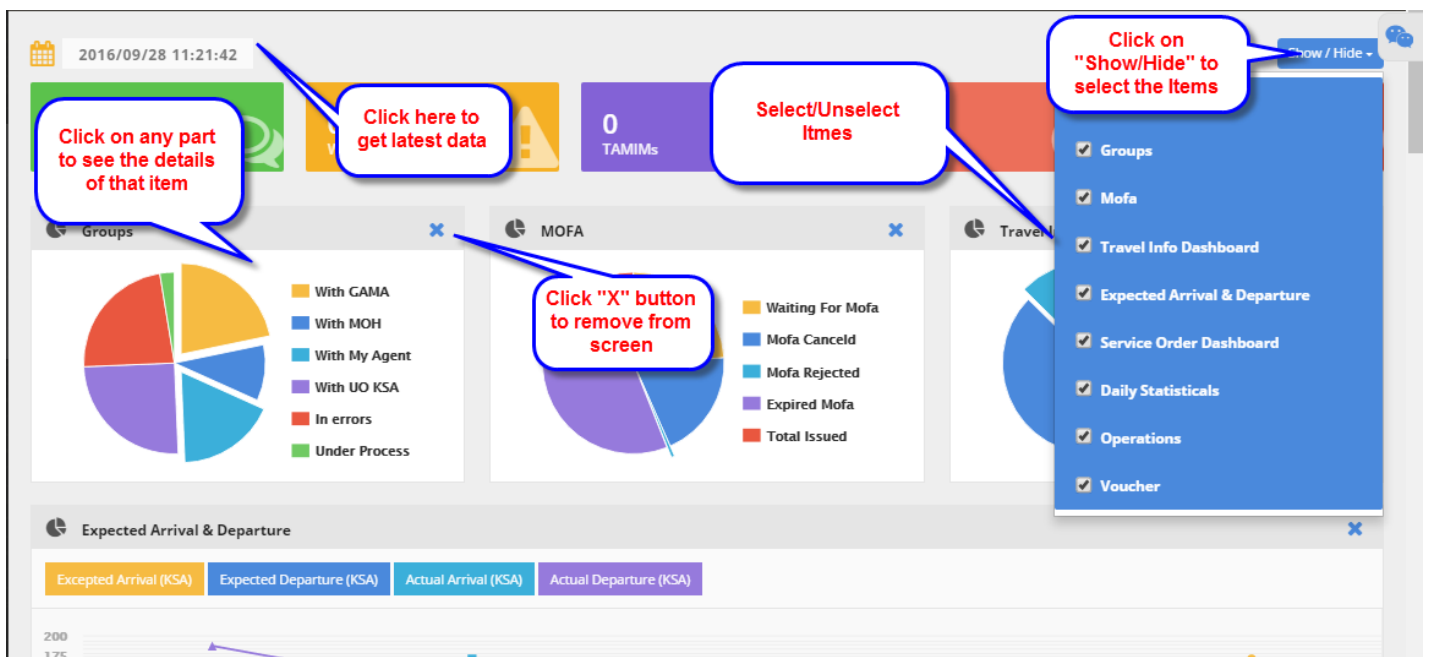
Step 3: Use "Show/Hide" button to select the required Items to see them in a Graphical View.

Step 4: This "View" will be refreshed every five minutes. So click on "Date and Time Stamp" to get latest data.

Step 5: Click on "Figures" to see details of that Item.

Step 6: You can use (X) button to remove that item from the screen.

Step 7: You can also use "Full Screen" and "Hide Side Menu" features to maximize your screen.



➤ Home Page

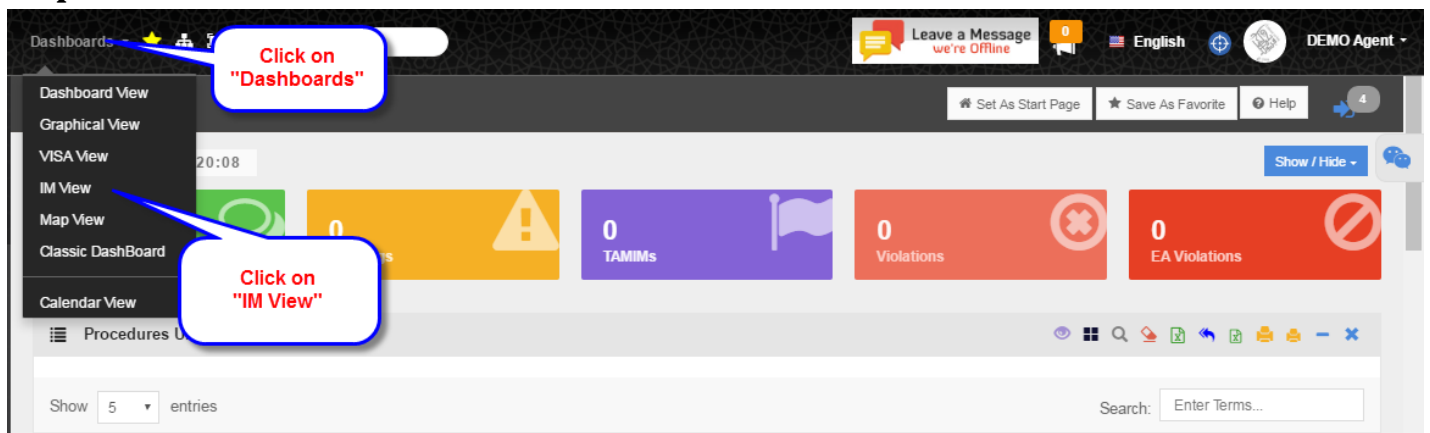
➤ Dashboards

▪ IM View

Use this feature to see your statistics in an Instant Messaging Format.

Step 1: Click on “Dashboards”

Step 2: Click on “IM View”



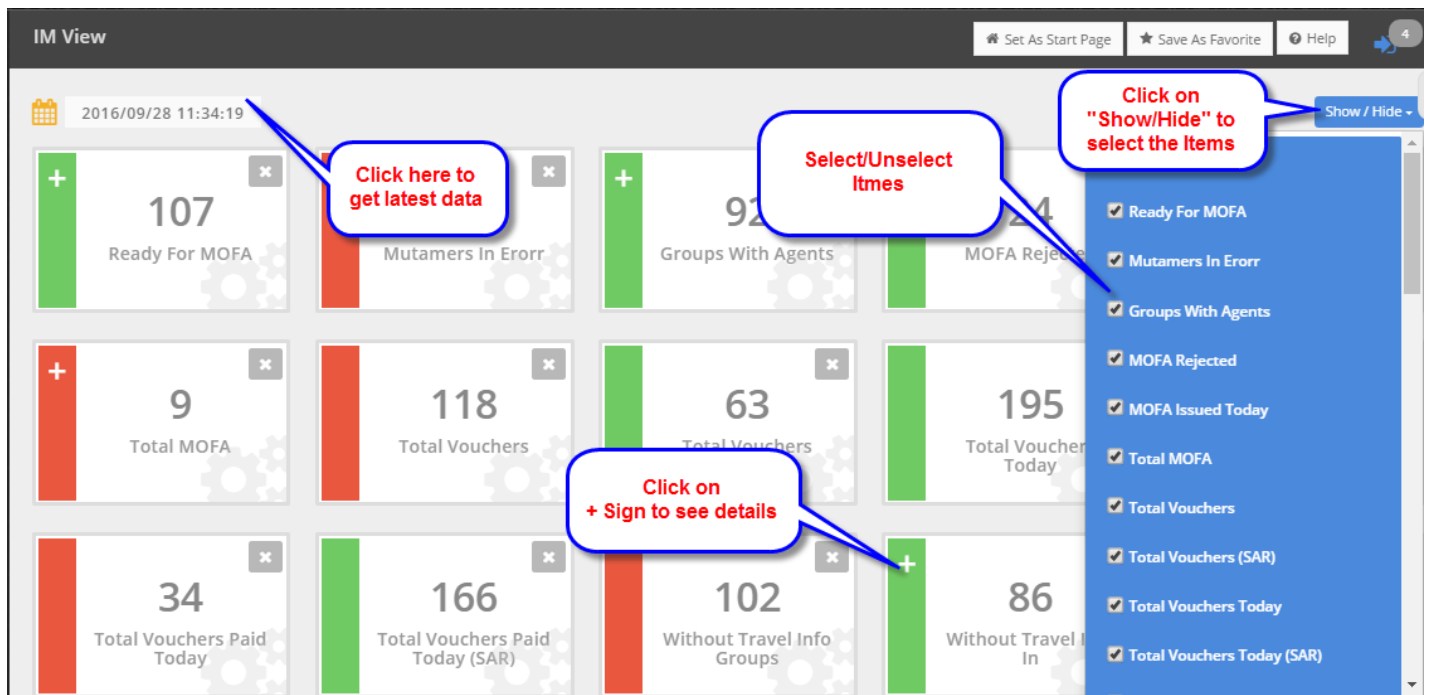
Step 3: Use “Show/Hide” button to select the required Items

Step 4: This “View” will be refreshed every five minutes. So click on “Date and Time Stamp” to get latest data.

Step 5: Click on (+) button to see the details of that item.

Step 6: You can use (X) button to remove that box from the screen.

Step 7: You can also use “Full Screen” and “Hide Side Menu” features to maximize your screen.



➤ Home Page

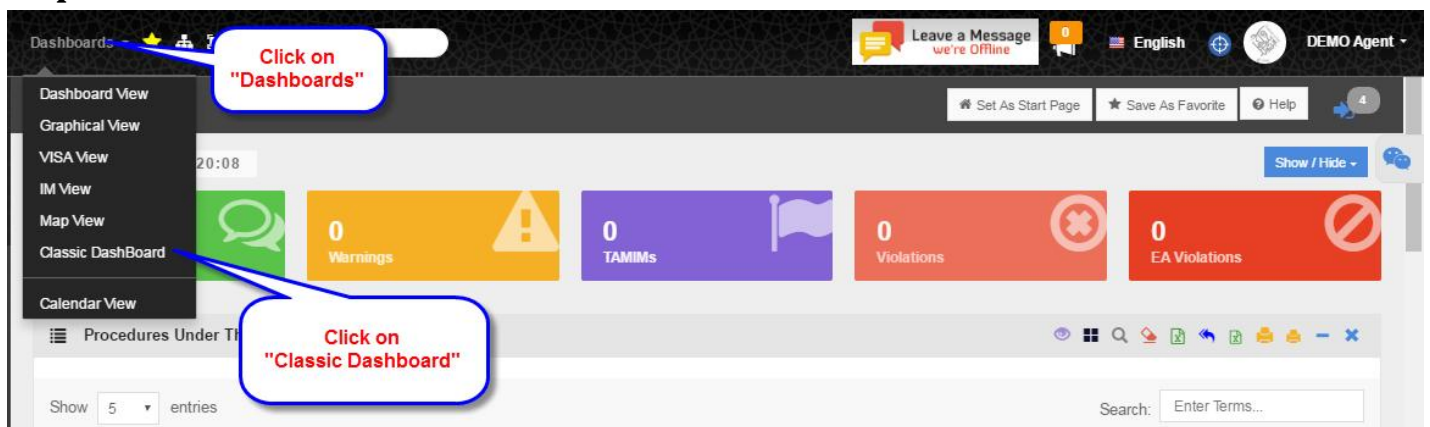
➤ Dashboards

▪ Classical Dashboard

This dashboard is the Summary of your Operations briefly.

Step 1: Click on "Dashboards"

Step 2: Click on "Classical Dashboard" from the list



Step 3: Click on 2nd Tab "Settings"

Step 4: Now select your required items to be shown in the "Dashboard"

Step 5: You can adjust your columns by clicking on "UP Arrow" and "Down Arrow"

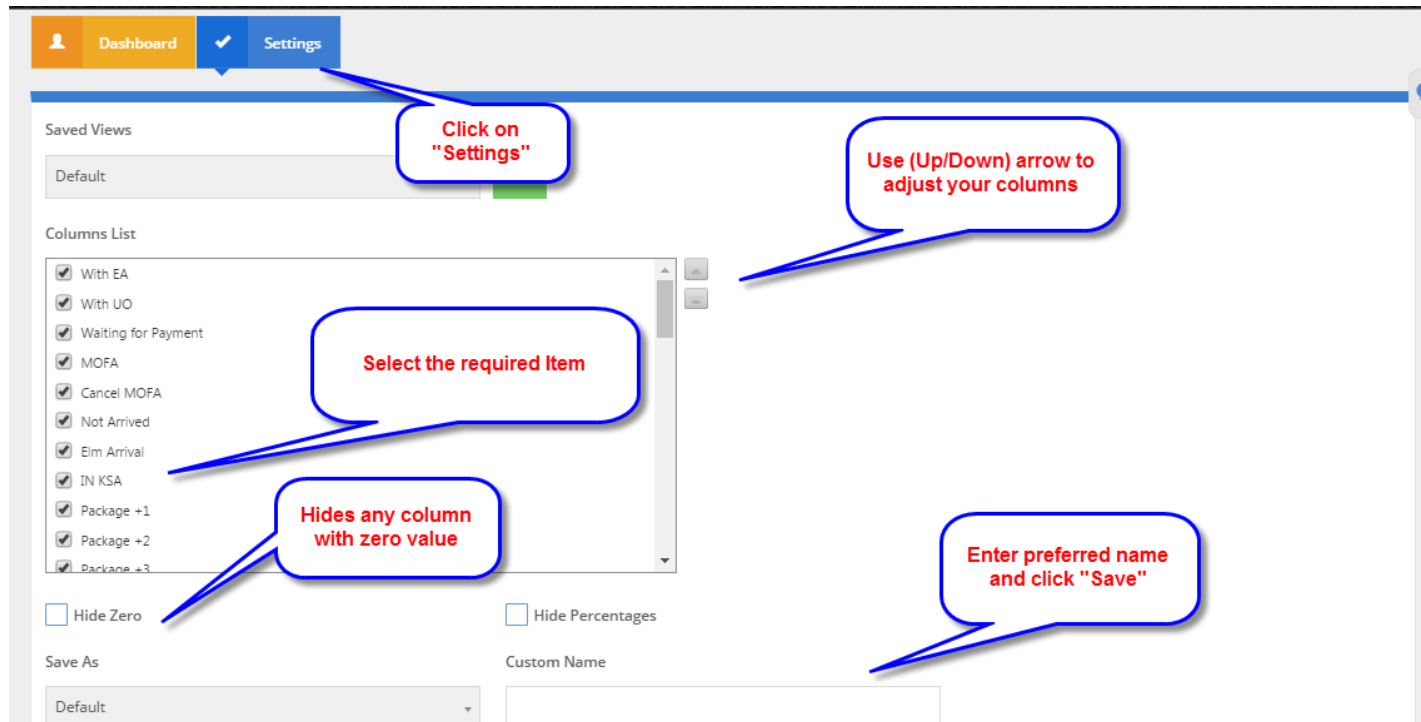
Step 6: Item List:

- ✓ **“With EA” means that Groups are not requested or Send to Umra Operator by External Agent.**
- ✓ **“With UO” means that Groups are not requested for MOFA by Umra Operator**
- ✓ **“Waiting for Payment” means that Groups are not paid by Umra Operator**
- ✓ **“MOFA” means total number of issued MOFAs.**
- ✓ **“Cancel MOFA” means total number MOFAs cancelled for those Mutamers who cancelled their trip after getting MOFA**
- ✓ **“Not Arrived” means those Mutamers who received MOFA but not yet arrived to Kingdom of Saudi Arabia.**
- ✓ **“IN KSA” means current number of Mutamers who are inside Kingdom of Saudi Arabia and not yet departed to their Home Countries.**
- ✓ **“Package +1”. MOH will add five more days to the (Original Package) Duration so they can stay extra five days allowed by MOH. So “Package +1” means 1st day of duration allowed by MOH.**
- ✓ **“Package +2” means 2nd day of duration allowed by MOH.**
- ✓ **“Package +3” means 3rd day of duration allowed by MOH.**
- ✓ **“Package +4” means 4th day of duration allowed by MOH.**
- ✓ **“Package +5” means 5th day of duration allowed by MOH.**
- ✓ **“Package Plus Expired” means that Mutamers have completed all their given Package Duration included five days allowed by MOH but not yet departed to their HOME Countries.**
- ✓ **“ELM Departure” means that Mutamers have departed to their HOME Countries and this report is given by Ministry of Interior.**
- ✓ **“MOFA 30 Days Not Arrived” means that Mutamers received MOFA and its over 30 days since MOFA received but still not arrived to Kingdom of Saudi Arabia.**
- ✓ **“MOFA 45 Days Not Arrived” means that Mutamers received MOFA and its over 45 days since MOFA received but still not arrived to Kingdom of Saudi Arabia.**
- ✓ **“MOFA 60 Days Not Arrived” means that Mutamers received MOFA and its over 60 days since MOFA received but still not arrived to Kingdom of Saudi Arabia.**

-
- ✓ **“MOFA 75 Days Not Arrived”** means that Mutamers received MOFA and its over 75 days since MOFA received but still not arrived to Kingdom of Saudi Arabia.
 - ✓ **“Package Expired”** means that Mutamers have completed their Umra Operator Package Duration and not yet departed to their HOME Countries.
 - ✓ **“Over 30 Days”** means that Mutamers have completed 30 days of staying in Kingdom of Saudi Arabia and not yet departed to their HOME Countries. Now they are considered as over staying Mutamers.
 - ✓ **“Over 30 Days Not Runaway”** means that Mutamers have completed 30 days of staying in Kingdom of Saudi Arabia and not yet departed to their HOME Countries but they may have some issues i.e. Hospitalized, Arrested etc.
 - ✓ **“Hotel In”** means that Mutamers are now checked in to their Hotels.
 - ✓ **“Hotel Out”** means that Mutamers are now checked out from their Hotels.
 - ✓ **“Runaway Now”** means that UO has officially requested for “Runaway” Transaction.
 - ✓ **“Found”** means that UO has requested for “Found” Transaction after “Runaway”
 - ✓ **“Hosted with UO”** means that UO has requested for Hosting so that Mutamers can visit to other cities other than three mandatory cities(Jeddah, Makkah, Madinah)
 - ✓ **“Passport Loss”** means that UO has requested “Passport Loss” transaction for those Mutamers whose passport has been lost in Kingdom of Saudi Arabia.
 - ✓ **“Death”** means that UO has requested “Death” transaction for those Mutamer who died in Kingdom of Saudi Arabia.
 - ✓ **“Buried”** means that UO has requested burial transaction for those Mutamers whose body has been buried in Kingdom of Saudi Arabia.
 - ✓ **“Arrested”** means that UO has requested for arrest transaction for those Mutamers who have some issues with Saudi Arabian Government.
 - ✓ **“Released”** means that UO has requested for release transaction after “Arrest”
 - ✓ **“Hospitalized”** means that UO has requested for hospitalized transaction for those Mutamers who have some health issues.

-
- ✓ **“Hospital Out”** means that UO has requested for hospital out transaction for those Mutamer’s whose health issues are resolved after “Hospitalized”
 - ✓ **“Expected Exit”** means that some Mutamers should depart on that date.
 - ✓ **“Arrived Without Travel Info”** means that Mutamers arrived without entering their Travel Info transaction by their External Agent.
 - ✓ **“Inside KSA Over 15 Days”** means that Mutamers have stayed over 15 Days but not departed to their HOME Countries.
 - ✓ **“Inside KSA Over 20 Days”** means that Mutamers have stayed over 20 Days but not departed to their HOME Countries.
 - ✓ **“Package +10”** means that Mutamers have stayed 10 more days to their Original Package Duration but not departed to their HOME Countries yet.
 - ✓ **“Package +15”** means that Mutamers have stayed 15 more days to their Original Package Duration but not departed to their HOME Countries yet.
 - ✓ **“Package +20”** means that Mutamers have stayed 20 more days to their Original Package Duration but not departed to their HOME Countries yet.
 - ✓ **“Package +25”** means that Mutamers have stayed 25 more days to their Original Package Duration but not departed to their HOME Countries yet.
 - ✓ **“Over 30 Days Left Today”** means that number of Mutamers who were stayed over 30 days but left on “Today’s” date.
 - ✓ **“Over 30 Days Left Total”** means that Mutamers who were stayed over 30 days but left, it indicates their Total Count.
 - ✓ **“Waiting for Voucher”** means that Groups pending with Sejel/Bank and voucher not received yet.
 - ✓ **“Waiting for MOFA”** means that Groups have been paid but MOFA not received.

Step 7: Enter your preferred name and Click on “Save” Button.



The screenshot shows the 'Settings' tab in the Umra Application. The 'Saved Views' section has a 'Default' view. The 'Columns List' section contains a list of items with checkboxes: 'With EA', 'With UO', 'Waiting for Payment', 'MOFA', 'Cancel MOFA', 'Not Arrived', 'Elm Arrival', 'IN KSA', 'Package +1', 'Package +2', and 'Package +3'. Below this list are two checkboxes: 'Hide Zero' and 'Hide Percentages'. At the bottom, there is a 'Save As' section with a 'Default' dropdown and a 'Custom Name' input field. Annotations with arrows point to various elements: 'Click on "/>

Step 8: Then click on 1st tab “Dashboard”

Step 9. There are three Categories available to show the summary. i.e. Total, By County, By Agent

Step 10: “Total” category will show the whole summary in a single row.

Step 11: “By Country” will show the Summary by county separately

Step 12: “By Agent” will show the Summary by External Agent separately.

Step 13: You can Print your Dashboard by clicking on “Print” Button.

Step 14: You can Export your Dashboard to an Excel file by clicking on “Export” button.

Eumra Online Application – External Agent User Manual

➤ Manage Groups & MOFA

▪ Add/Edit Groups Online

If you don't like to use our offline application then you can use this feature to enter data online using the same concept of our offline application.

Step 1: Click on "Manage Groups & MOFA"

Step 2: Click on "Add/Edit Groups Online"

Step 3: Click on "New Group" tab.

Step 4: Enter your group name in "Group Name" field.

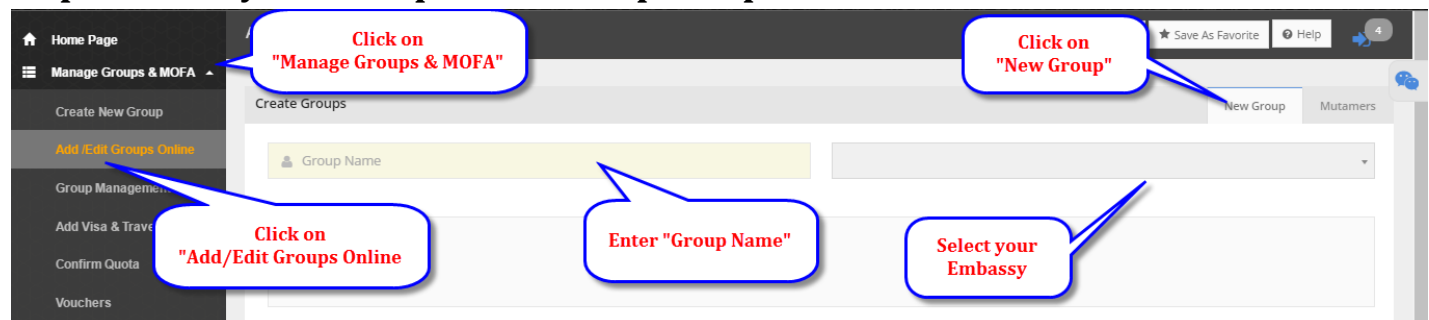
Step 5: Select your Embassy from "Embassy" drop down list.

Step 6: Write your remarks in "Remarks" field if available.

Step 7: Click on "Save Group" and you can see your group in the table.

Step 8: Click on "Mutamers"

Step 9: Select your Group from "Group" drop down list.



The screenshot shows the 'Manage Groups & MOFA' section of the application. Callouts indicate the following steps:

- Click on "Manage Groups & MOFA" (points to the sidebar menu)
- Click on "Add/Edit Groups Online" (points to the sidebar menu)
- Click on "New Group" (points to the top tab)
- Enter "Group Name" (points to the text input field)
- Select your Embassy (points to the dropdown menu)

Note: Select "Main Mutamer" when you are trying to enter first Mutamer Name. If you have passport dependent then after entering main Mutamer, select "Passport Dependent". In nationality field you can see your Country Name by default but if you have different nationalities then click on "Show All Countries". It will bring all nationalities.



The screenshot shows the 'Create Groups' form. Callouts indicate the following steps:

- Select "Main Mutamer" when you are trying to enter first Mutamer (points to the radio button)
- If you have passport dependent then after entering main Mutamer, select "Passport Dependent" (points to the radio button)
- if you have different nationalities then click on "Show All Countries". It will bring all nationalities. (points to the checkbox)

Buttons at the bottom: Save Mutamer, Reset, New Group.

Step 10: Start entering your Mutamar Data as below:

Add /Edit Groups Online

Set As Start Page Save As Favorite Help

Create Groups

Group: [4] tets6

Select your Group from drop down list

Select "Main Mutamer"

Click on "Mutamers"

Main Mutamer (selected) Passport Dependent

الاسم الاول الاسم الأب الاسم الجد الاسم العائلة

1st Name: 2nd Name: 3rd Name: 4th Name:

1st Name 2nd Name 3rd Name 4th Name

- "Photo" Double click on Image Box to upload Mutamer Photo.(Optional)
- 1st Name : As per Mutamer Passport : Note if Mutamer is citizen of Arab Countries and he is living in Non Arab Countries then his name must be filled in "Arabic Language", if you checked the tick box(I don't have Arabic Keyboard) then it will bypass this validation.
- 2nd Name (Mutamer's Father Name)
- 3rd Name (Mutamer's Grand Father Name)
- 4th Name (Mutamer's Family Name)

1st Name: 2nd Name: 3rd Name: 4th Name:

1st Name 2nd Name 3rd Name 4th Name

- "Title" Note: It will change automatically when you select the Gender and Marital Status
- "Gender"
- "Marital Status"
- "Nationality"
- "Previous Nationality" Note: Can be selected as per Embassy requirement
- "Passport Number" Note: Fill it without space between letter and number i.e. AB123456
- "Passport Type" select from the drop down list
- "Issue Date"
- "Expiry Date"
- Click on "Attach Passport" to upload Passport Copy(Optional)

- “Birth Date”
- “Birth Country”
- “Birth City” Type the city name
- “Relative” Note: Required for Females under age 45
- “Relation” i.e. relationship with Relative (Mahram)
- “Education Level” select from the list
- “Occupation” i.e. write the occupation if required by Embassy
- “Health Status” is optional
- “Blood Group” is optional
- “Phone No” is optional
- “Mobile No” is optional
- “Email” is optional

الاسم الأول	الاسم الأب	الاسم الجد	الاسم العائلة
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1st Name:	2nd Name:	3rd Name	4th Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Nationality & Passport Info		Birth & Mahram Info		Occupation & Contact Info	
Nationality:	India [91]	Title:	Mr.	Education Level:	No Education
Prev Nationality:	-NA-[0]	Gender:	Male	Occupation:	<input type="text"/>
Passport No:	<input type="text"/>	Marital Status:	Single	Email:	<input type="text"/>
Passport Type:	NORMAL [1]	Birth Date:	YYYY/MM/DD	Phone:	<input type="text"/>
Issue Date:	YYYY/MM/DD	Birth Country:	00091 - India	Residence Country:	00091 - India
Expiry Date:	YYYY/MM/DD	Birth City:	<input type="text"/>		
Issue Country:	00091 - India	Mahram/Relative:	<input type="text"/>		
Issue City:	New York	Relationship:	--- [0]		

Step 5: Click on “Save Mutamer”

➤ Manage Groups & MOFA

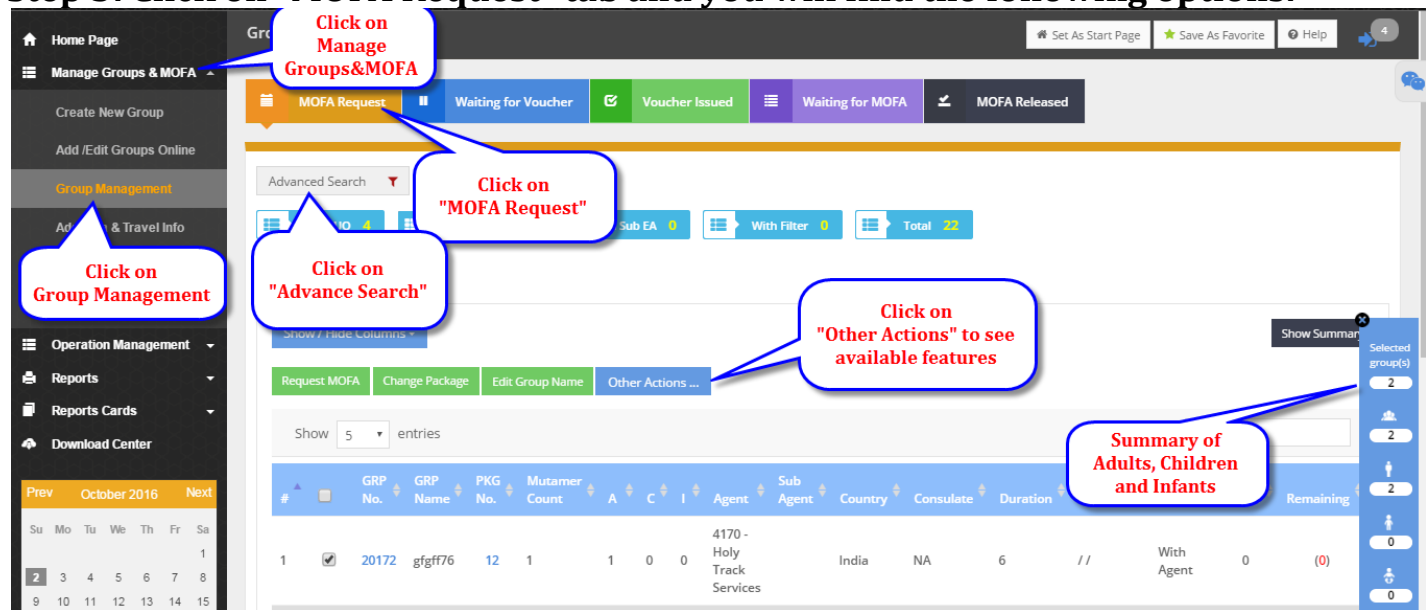
▪ Group Management

❖ MOFA Request

Step 1: Click on “Manage Groups & MOFA”

Step 2: Click on “Group Management”

Step 3: Click on “MOFA Request” tab and you will find the following options:



The screenshot shows the 'Manage Groups & MOFA' interface. The 'MOFA Request' tab is selected, showing a list of groups. Callouts point to the following features:

- Click on Manage Groups & MOFA**: Points to the top navigation bar.
- Click on Group Management**: Points to the 'Group Management' link in the left sidebar.
- Click on "Advance Search"**: Points to the 'Advanced Search' button.
- Click on "MOFA Request"**: Points to the 'MOFA Request' tab.
- Click on "Other Actions" to see available features**: Points to the 'Other Actions ...' button.
- Summary of Adults, Children and Infants**: Points to the 'Show Summary' button.

#	GRP No.	GRP Name	PKG No.	Mutamer Count	A	C	I	Agent	Sub Agent	Country	Consulate	Duration	Remaining
1	20172	gfgff76	12	1	1	0	0	4170 - Holy Track Services		India	NA	6	With Agent 0 (0)

- ✓ **Advance Search:** Use this feature if you are looking for a particular Group. Click on “Advance Search” and select of the search criteria and click on “Search” button.
- ✓ **With UO :** Count with this option means that count of your Groups with your Umra Operator. Click on “With UO” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **With EA:** Count with this option means that count of your Groups with you and not yet requested to your Umra Operator. Click on “With EA” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **With Sub EA:** Count with this option means that count of your Groups with your Sub Agent and not yet requested to you. Click on “With Sub EA” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **With Filter:** Count with this option means that count of your Groups stuck in Filter. Contact your Umra Operator to know the reason. Click on “With Filter”

and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.

- ✓ **Total:** Means the total count of your Groups including all status. i.e With UO, With EA. Click on “Total” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **Archived:** Means that count of Un Used Groups you have archived. Click on “Archived” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.

Step 4: Click on “With EA” and click on “Show Details”

Step 5: Select any Group that you want to request and you will find the following options that will be available:

- ✓ **Request MOFA:** If your group is ready with all necessary details like Embassy, Package and Expected Arrival Date then by clicking on this option will send the selected Group/Groups to your Umra Operator.
- ✓ **Change Package:** If you didn't assign any package to your Group, then click on “Change Package” and select any available package from drop down list. Then select expected arrival date and select your required embassy. Then you can click on “Save & Request MOFA” to send your group to your Umra Operator immediately or click on “Save” button to send it later. If you are looking for a particular Package then you can use “Search” criteria.
- ✓ **Edit Group Name:** Means you can change your Group Name.
- ✓ **Other Actions:** Click on this option to see the following features:
 - **Edit Group :** Use this feature to update any data for any Mutamer.
 - **Delete Group:** Use this feature to delete Group/Groups.
 - **Return to Sub EA:** By using this feature you can return the group/groups to your Sub Agent.
 - **Add Notes:** Use this feature to add/update Group Notes.
 - **Add/Update Attachment:** Use this feature to add/update any attachment to this group.
 - **Split :** If you have large count of Group then by using this feature you can split your group to a required count.
 - **Merge:** Use this feature to merge Groups.
 - **Change Consulate:** If your embassy does not exist in your country then by using this feature you can select your required embassy from your neighboring country.
 - **Check Filter:** By using this feature you can verify your Group if it can pass required filter.

- **Check Quota:** By using this feature you can check if there is any quota available for your group.
- ✓ If you select any group or more than one group then you can see a small side column indicating the Total count of Adults, Children, and Infants.
- ✓ Use Show/Hide Columns feature to adjust your screen.

➤ **Manage Groups & MOFA**

▪ **Group Management**

❖ **Waiting for Voucher**

In this option you will find your vouchers that are pending with competent authorities and not yet issued.

Step 1: Click on “Manage Groups & MOFA”

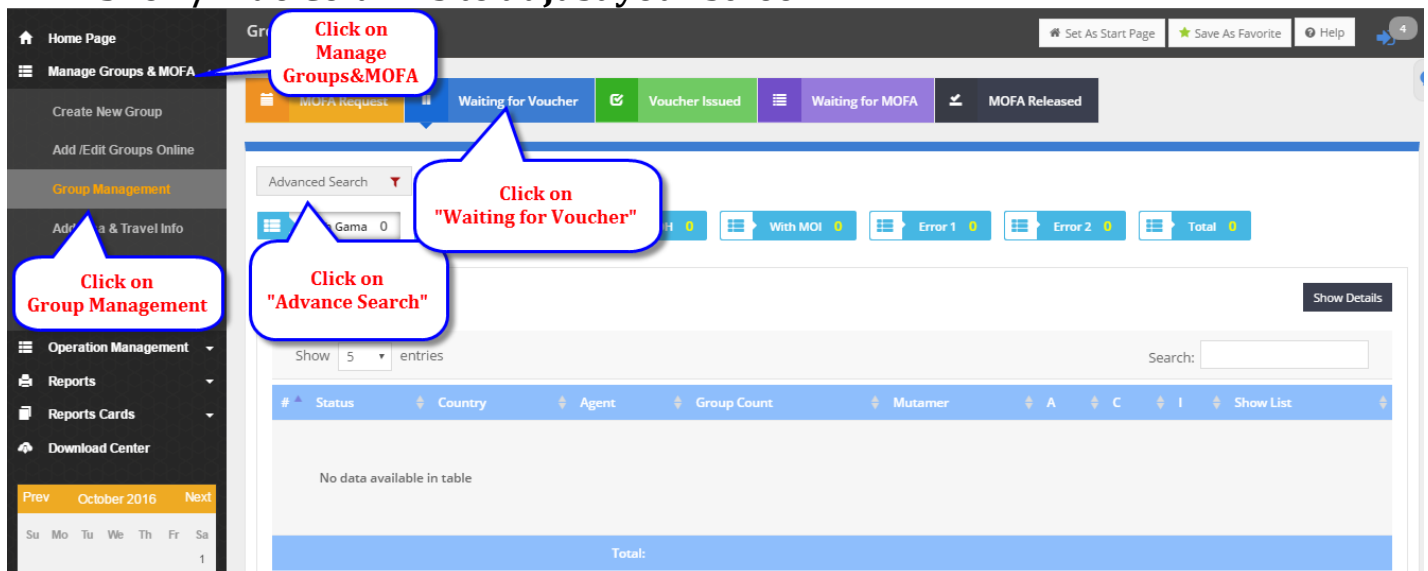
Step 2: Click on “Group Management”

Step 3: Click on “Waiting for Voucher” tab and you will find the following options:

- ✓ **Advance Search:** Use this feature if you are looking for a particular Group. Click on “Advance Search” and select of the search criteria and click on “Search” button.
- ✓ **With GAMA:** Count with this option means that count of your Groups with GAMA and waiting to pass it to other authority. Click on “With GAMA” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **With SEJEL:** Count with this option means that count of your Groups with SEJEL and waiting to pass it to other authority. Click on “With SEJEL” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **With MOH:** Count with this option means that count of your Groups with MOH (Ministry of Hajj) and waiting to pass it to other authority. Click on “With MOH” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **With MOI:** Count with this option means that count of your Groups with MOI (Ministry of Interior) and waiting to pass it to other authority. Click on “With MOI” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **Error 1:** Count with this option means that count of your Groups are in error for some issues like unavailability of hotel capacity etc and should be

resolved by your Umra Operator . Click on “Error1” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.

- ✓ **Error 2:** Count with this option means that count of your Groups are in error for some issues like Agent Contract is Inactive etc and should be resolved by your Umra Operator or you have to request your group again . Click on “Error2” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **Total:** Means the total count of your Groups including all status. i.e With GAMA, With SEJEL. Click on “Total” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.



➤ Manage Groups & MOFA

▪ Group Management

❖ Voucher Issued

In this Tab you will find your issued vouchers and their information.

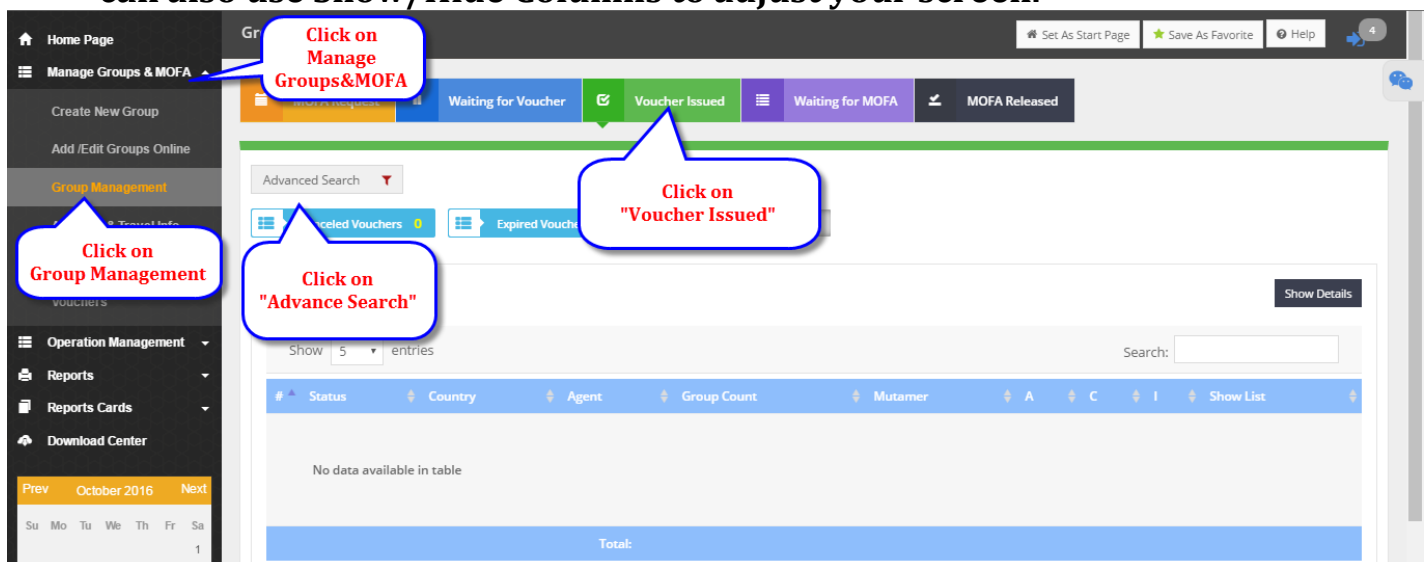
Step 1: Click on “Manage Groups & MOFA”

Step 2: Click on “Group Management”

Step 3: Click on “Voucher Issued” tab and you will find the following options:

- ✓ **Advance Search:** Use this feature if you are looking for a particular Group. Click on “Advance Search” and select of the search criteria and click on “Search” button.

- ✓ **Cancelled Vouchers:** Count with this option means that count of your vouchers are cancelled for some business issues. Contact your Umra Operator to know the reason. Click on “Cancelled Vouchers” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **Expired Vouchers:** Count with this option means that count of your vouchers are expired for some business issues, like to paying ontime. Contact your Umra Operator to know the reason. Click on “Expired Vouchers” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **Waiting for Payment:** Count with this option means that count of your Vouchers are issued and now waiting for payment. Contact your Umra Operator to pay the vouchers. Click on “Waiting for Payment” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.



➤ Manage Groups & MOFA

▪ Group Management

❖ Waiting for MOFA

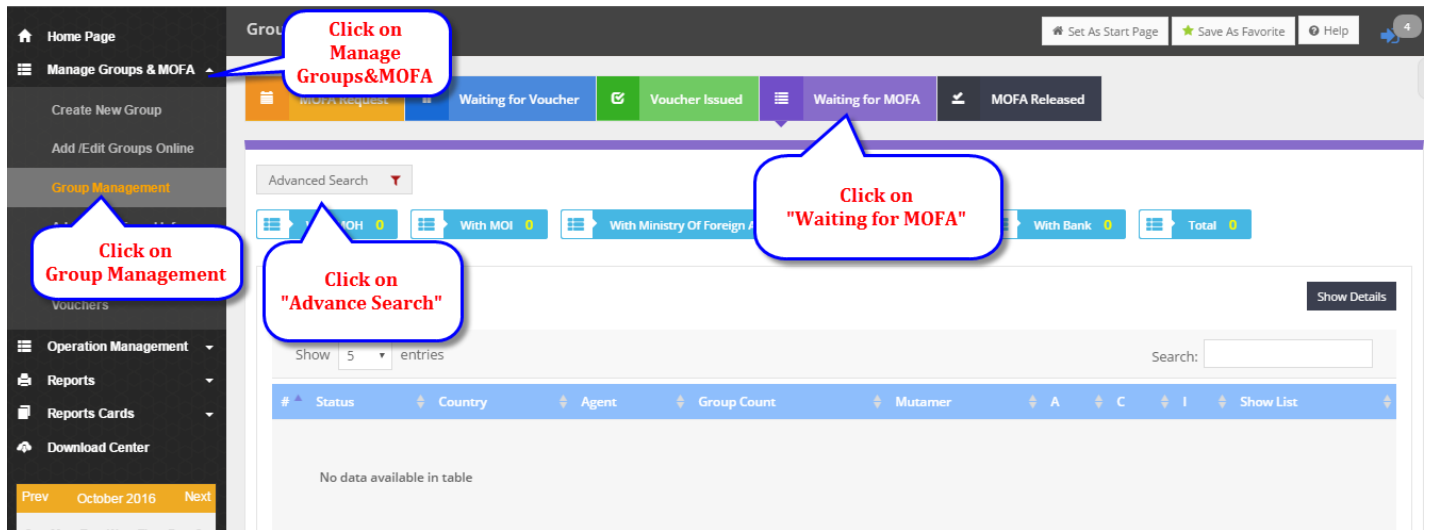
In this Tab you will find your Groups that are paid and now waiting for MOFA.

Step 1: Click on “Manage Groups & MOFA”

Step 2: Click on “Group Management”

Step 3: Click on “Waiting for MOFA” tab and you will find the following options:

- ✓ **Advance Search:** Use this feature if you are looking for a particular Group. Click on “Advance Search” and select of the search criteria and click on “Search” button.
- ✓ **With MOH:** Count with this option means that count of your Groups are with MOH (Ministry of Hajj) and waiting to pass it to other authority. Click on “With MOH” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **With MOI:** Count with this option means that count of your Groups with MOI (Ministry of Interior) and waiting to pass it to other authority. Click on “With MOI” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **With Ministry of Foreign Affairs:** Count with this option means that count of your Groups are with Ministry of Foreign Affairs. Click on “Ministry of Foreign Affairs” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **With SEJEL:** Count with this option means that count of your Groups are with SEJEL for some technical issue. Click on “With SEJEL” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **With Bank:** Count with this option means that count of your Groups are with Bank for some technical issue. Click on “With Bank” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **Total:** Means the total count of your Groups including all status. i.e With MOI, With SEJEL. Click on “Total” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.



➤ Manage Groups & MOFA

▪ Group Management

❖ MOFA Released

In this Tab you will find your Issued MOFA Groups

Step 1: Click on “Manage Groups & MOFA”

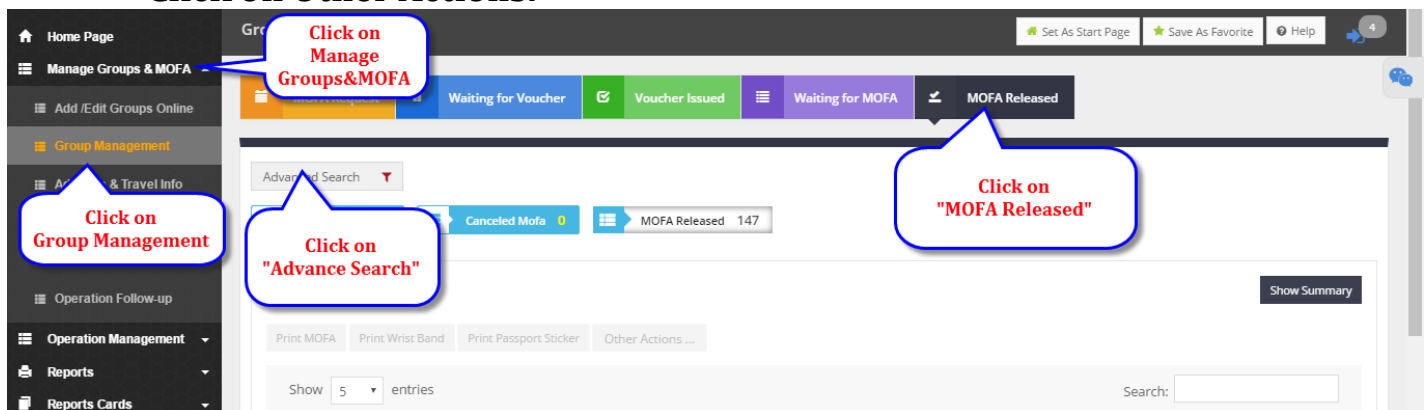
Step 2: Click on “Group Management”

Step 3: Click on “MOFA Released” tab and you will find the following options:

- ✓ **Advance Search:** Use this feature if you are looking for a particular Group. Click on “Advance Search” and select of the search criteria and click on “Search” button.
- ✓ **Step 4: Expired MOFA:** When MOFA is being issued then it has validity of some days of duration. And it should be specified by Ministry of foreign affairs. Count with this option means that these MOFAs are expired. Click on “Expired MOFA” and use “Show Summary” or “Show Details” to see the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.
- ✓ **Cancelled MOFA:** Some Mutamers cancel their trip after getting MOFA. And your Umra Operator can cancel their MOFA upon your request. Count with this option means that count of MOFAs cancelled by your Umra Operator. Click on “Cancelled MOFA” and use “Show Summary” or “Show Details” to see

the Group details or Group Summary. You can also use Show/Hide Columns to adjust your screen.

- ✓ **MOFA Released:** Means these MOFAs are issued and you can do the following action after selecting the required Group:
 - **Print MOFA:** Select the Group and Click on “Print MOFA”
 - **Print Wrist Band:** Select the Group and click on “Print Wrist Band” and it will print all wrist bands of that group.
 - **Print Passport Sticker:** Select the Group and click on “Print Passport Sticker” and it will print all Passport Stickers of that group.
 - **Click on Other Actions:**



➤ **Manage Groups & MOFA**

▪ **Add Visa & Travel Info**

As per Ministry of Hajj instructions it's strictly important for External Agents to enter Visa and Travel Info for those Mutamers who got their visa stamped and planning to come to KSA.

Step 1: Click on "Manage Groups & MOFA"

Step 2: Click on "Add Visa & Travel Info"

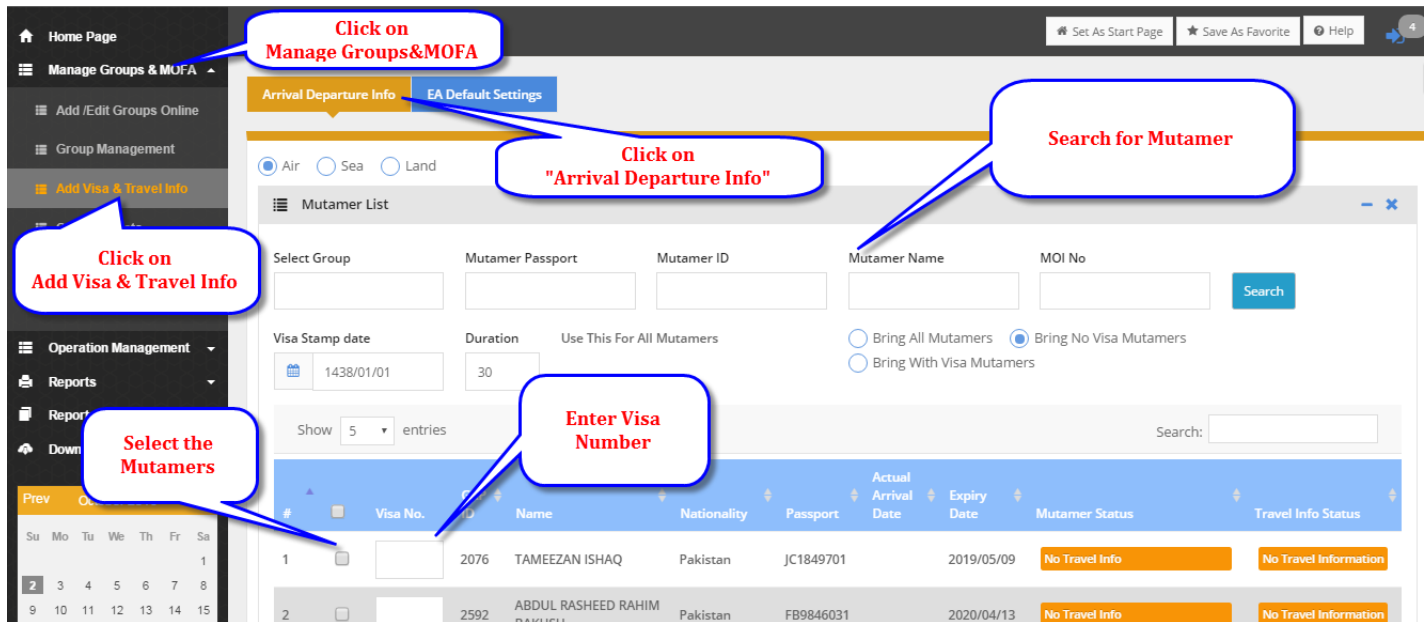
Step 3: Click on "Arrival Departure Info" tab.

Step 4: Search for your Mutamers by using the following search criteria:

- ✓ **Select the travel type : By Air, By Land, By Sea**
- ✓ **Select Group: Enter one or more than one Group No. in "Select Group" field. You can entering single or multiple Group Numbers. i.e. type 1st Group No then press enter, type 2nd Group No then press enter and so on.**
- ✓ **Mutamer Passport Number: Enter Mutamer Passport number in "Mutamer Passpor Number" field. You can entering single or multiple Passport Numbers. i.e. type 1st Passport No then press enter, type 2nd Passport No then press enter and so on.**
- ✓ **Mutamer ID: Each Mutamer has unique ID. You can entering single or multiple Mutamer ID Numbers. i.e. type 1st Mutamer ID No then press enter, type 2nd Mutamer ID No then press enter and so on.**
- ✓ **Mutamer Name: You can entering single or multiple Mutamer Names. i.e. type 1st Mutamer Name then press enter, type 2nd Mutamer Name then press enter and so on.**
- ✓ **MOI Number: You can entering single or multiple MOI Numbers. i.e. type 1st MOI No then press enter, type 2nd MOI No then press enter and so on.**
- ✓ **Bring All Mutamers: It will bring all Mutamers with visa number or without visa number.**
- ✓ **Bring No Visa Mutamers: It will bring those Mutamers who don't have visa number.**
- ✓ **Bring with Visa Numbers: It will bring those Mutamers who have visa numbers entered earlier.**

Step 5: Select your required Mutamers and start entering their Visa numbers as per their passport. Select Visa Stamp Date from the calendar that will effect to all Mutamers in the list. Set Visa Duration that will also effect to all Mutamers in the list.

Step 6: After entering all Visa Numbers select them and click on "Send Visa"



Click on Manage Groups & MOFA

Click on "Arrival Departure Info"

Search for Mutamer

Click on Add Visa & Travel Info

Select the Mutamers

Enter Visa Number

Mutamer List

#	Visa No.	Name	Nationality	Passport	Actual Arrival Date	Expiry Date	Mutamer Status	Travel Info Status
1	2076	TAMEEZAN ISHAQ	Pakistan	JC1849701	2019/05/09		No Travel Info	No Travel Information
2	2592	ABDUL RASHEED RAHIM	Pakistan	FB9846031	2020/04/13		No Travel Info	No Travel Information

Step 7: Keep refreshing the page and wait for reply from SEJEL until it says "Visa Info Approved" under Mutamer Status.

#	Visa No.	GRP ID	Name	Nat	Actual Arrival	Expiry	Mutamer Status	Travel Info Status
652	2316023630	2467	MUHAMMAD BASHIR MUHAMMAD UMER	Pakistan			Visa Info Approved	No Travel Information
653	2316023600	2467	SHAHIRUKH BASHIR MUHAMMAD BASHIR	Pakistan			Visa Info Approved	No Travel Information
654	2316023607	2467	SALMA MUMTAZ MUHAMMAD BASHIR	Pakistan	AC0279612	2017/05/17	Visa Info Approved	No Travel Information

Step 8: Select the Arrival Date in "Arrival Info" section as below:

- ✓ Select the Arrival Date from the calendar in "Expected Arrival Date"
- ✓ Select bring all airlines from "Airlines" drop down list.
- ✓ Click on "Search" button. It will bring all flights.
- ✓ Use search field to search for a certain flight number.
- ✓ Select the required flight under "Select" column.
- ✓ Arrival Hotel City: Select the city from drop down list. Its optional.

Arrival Info

Expect Arrival Date (+5) Airlines

Show entries Search:

#	MOH FDID	Carrier	Flight No.	Flight Date	From City	To City	Select
6	444493	ALSAODYH	SV 332 - Active	2016/10/20 00:15	[936] BORG ELARAB	[602] Jeddah	<input type="checkbox"/>
7	5203170	ALTRKYH	TK 94 - Active	2016/10/20 00:20			<input type="checkbox"/>
9	5316563	ALLYBYH	LN 256 - Active	2016/10/20 00:40			<input type="checkbox"/>
10	5317617	AIR BLUE	PA 872 - Active	2016/10/20 00:40	[31] Karachi	[602] Jeddah	<input type="checkbox"/>
11	444091	ALSAODYH	SV 595 - Active	2016/10/20 00:50	[58] Dubai	[602] Jeddah	<input type="checkbox"/>

Showing 1 to 5 of 164 entries (filtered from 34)

Arrival Hotel City

Step 9: Select the Departure Date in “Departure Info” section as below:

- ✓ Select the Departure Date from the calendar in “Expected Departure Date”
- ✓ Select bring all airlines from “Airlines” drop down list.
- ✓ Click on “Search” button. It will bring all flights.
- ✓ Use search field to search for a certain flight number.
- ✓ Select the required flight under “Select” column.

Step 10: Click on “Save and Send to MOH”

Departure Info

Expect Departure Date (+5)

2016/10/27

Select Departure Date

Airlines

Bring All Airlines

Select "Bring All Airlines"

Search

Use "Search" box

Show 5 entries

Search:

#	MOH FDID	Carrier	Flight Date	From City	To City	Select
1	445874	ALSAODYH	SV 307 - Active	2016/10/27 23:55	[0] -NA-	<input type="checkbox"/>
2	5176671	JET AIRWAYS (INDIA) PVT LTD	9W 565 - Active	2016/10/27 23:55	[607]	<input type="checkbox"/>
3	445927	ALSAODYH	SV 814 - Active	2016/10/27 23:54	[0] -	<input type="checkbox"/>
4	5184605	ALAFGHANYH	FG 416 - Active	2016/10/27 23:50	[602]	<input type="checkbox"/>
5	5187725	ALARDNYH	RJ 743 - Active	2016/10/27 23:45	[607] Dammam [7] Amman	<input type="checkbox"/>

Select the Required Flight

Showing 1 to 5 of 309 entries

3

4

5

...

62

Click on "Save and Send to MOH"

Save and Send to MOH

Step 11: Keep refreshing the page and wait for reply from SEJEL until it says "Travel Info Approved" under Travel Info Status.

#	Visa No.	GRP ID	Name	Nationality	Passport	Actual Arrival Date	Expiry Date	Mutamer Status	Travel Info Status
730	<input type="checkbox"/>	2316034696	2588	ZAHARAN MAI MUHAMMAD ASLAM	Pak			Travel Info Approved	Travel Info Approved
749	<input type="checkbox"/>	2316584588	2588	MUHAMMAD SHOAIB EALHI BUKHSH	Pak			Travel Info Approved	Travel Info Approved
958	<input type="checkbox"/>	2316034629	3499	ASHIQ HUSSAIN	Pakistan	KC6901171	2020/06/14	Travel Info Approved	Travel Info Approved

Wait for reply from SEJEL until it says "Travel Info Approved"

➤ Manage Groups & MOFA

▪ Confirm Quota

As per Ministry of Hajj instructions it's strictly important for External Agents to confirm the quota distributed by their Umra Operator before apply for any MOFA

Step 1: Click on "Manage Groups & MOFA"

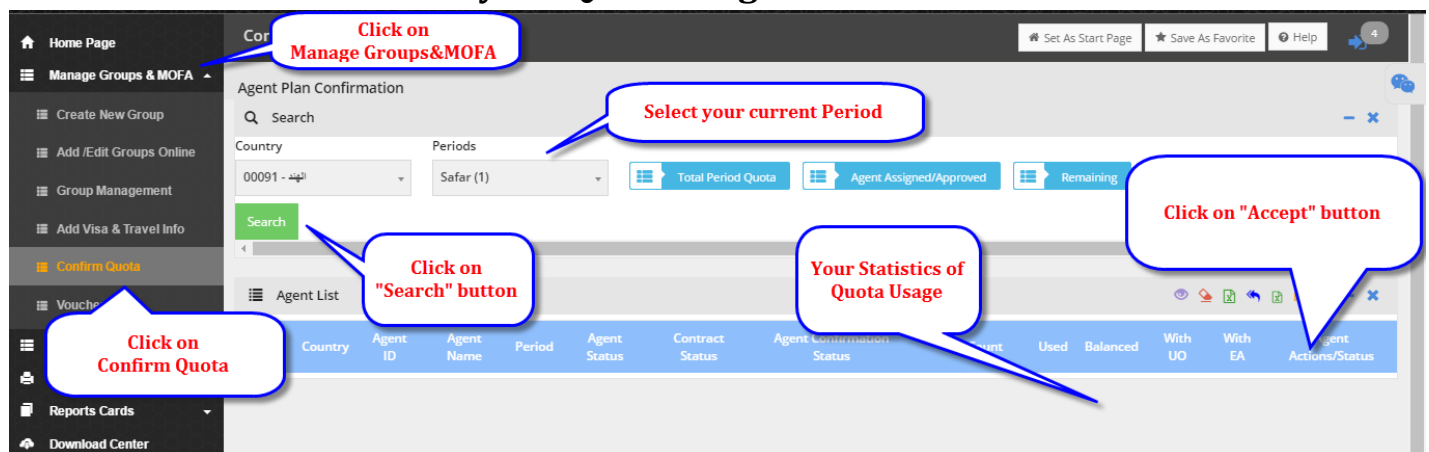
Step 2: Click on "Confirm Quota"

Step 3: Select your current period from "Period" drop down list.

Step 4: Click on "Search" button.

Step 5: Click on "Accept" under "Agent Actions/Status"

It will show the statistics of your Quota usage.



➤ Reports

▪ Search Groups

Step 1: Click on “Reports”

Step 2: Click on “Search Groups”

Step 3: A Search window will be opened with the following criteria:

- ✓ **Gregorian:** Means you can search your Groups with Gregorian Dates i.e. From 2017/01/01 to 2017/01/15
- ✓ **Hijri :** Means you can search your Groups with Hijri Dates i.e. From 1438/01/01 to 1438/01/15
- ✓ **Countries:** Means your country
- ✓ **Agents:** Means your Agent Name
- ✓ **Sub-Agents:** Means list of your sub-agents working under your control.
- ✓ **Mutamer Name:** Means you can search by Mutamer Name
- ✓ **GRP Name:** Means you can search by Group Name
- ✓ **Group Status:** Means you can search for a Group who's in particular status by selecting from dropdown list. i.e. Waiting for MOFA etc.
- ✓ **Search By:** Means you can search for a Group by selecting from drop down list i.e. MOFA No, Passport Number etc.
- ✓ **Selected Type No:** Means If you select MOFA No in the previous field “Search By” then you have to enter your required MOFA No in “Selected Type No” field to bring the required record.
- ✓ **Select Date:** Means you can search for a Group within a certain period then you have to select the required Group Status from this drop down list. i.e. Send To UO, Send To MOH etc.
- ✓ **From (H or G) :** Means you can select either Gregorian or Hijri Date
- ✓ **To (H or G) :** Means you can select either Gregorian or Hijri Date

Step 4: Select one of the above criteria and click on “Search”

Search Groups

Click on "Reports"

Click on "Search Groups"

Select Search By Option from this drop down list i.e. MOFA No

If you have selected MOFA No from Search by Drop Down List then enter the required MOFA No here

Select the Required Group Status from this Drop Down List i.e. With UO

Search

Step 5: Use the following icons to adjust your report.

Use (Eye) image to select the required column to be appear or disappear from this Report.

Use (Eraser) image to reset the columns to their default sort position.

Use (Large Excel) icon to export all records to excel file.

Use (Undo Arrow) icon to send the current report by Email.

Use (Small Excel) icon to export current record to excel file.

Use (Large Print) icon to Print all records.

Use (Small Print) icon to print current record.

➤ Reports

▪ Search Mutamers

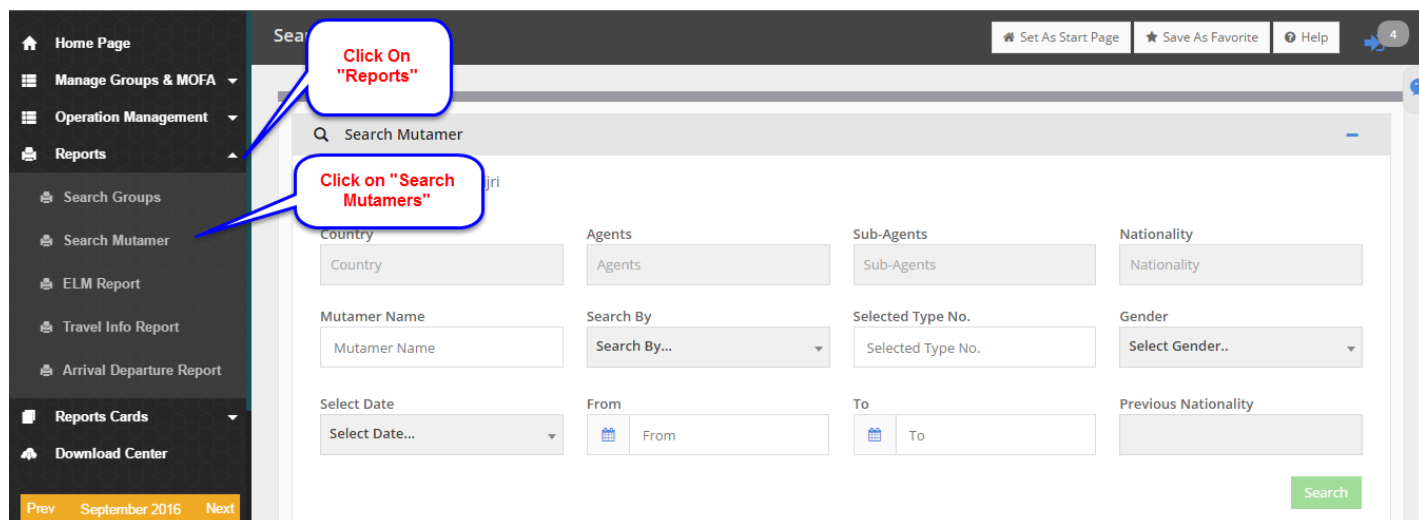
Step 1: Click on “Reports”

Step 2: Click on “Search Mutamers”

Step 3: A Search window will be opened with the following criteria:

- ✓ **Gregorian:** Means you can search your Groups with Gregorian Dates i.e. From 2017/01/01 to 2017/01/15
- ✓ **Hijri :** Means you can search your Groups with Hijri Dates i.e. From 1438/01/01 to 1438/01/15
- ✓ **Countries:** Means your country
- ✓ **Agents:** Means your Agent Name
- ✓ **Sub-Agents:** Means list of your sub-agents working under your control.
- ✓ **Nationality:** Means you can search for a particular Mutamer by his/her nationality.
- ✓ **Search By:** Means you can search for a Mutamer by selecting from drop down list i.e. MOFA No, Passport Number etc.
- ✓ **Selected Type No:** Means If you select MOFA No in the previous field “Search By” then you have to enter your required MOFA No in “Selected Type No” field to bring the required record.
- ✓ **Gender:** Means you can search for a particular Mutamer by his/her gender.
- ✓ **Select Date:** Means you can search for a Mutamer within a certain period then you have to select the required Mutamer Status from this drop down list. i.e. MOFA Date, Actual Arrival Date etc.
- ✓ **From (H or G) :** Means you can select either Gregorian or Hijri Date
- ✓ **To (H or G) :** Means you can select either Gregorian or Hijri Date
- ✓ **Previous Nationality:** Means you can search for particular Mutamers with their previous nationality.







Step 4: Select one of the above criteria and click on “Search”



Click On "Reports"

Click on "Search Mutamers"

Step 5: Use the following icons to adjust your report.

Use (Eye) image to select the required column to be appear or disappear from this Report.	
Use (Eraser) image to reset the columns to their default sort position.	
Use (Large Excel) icon to export all records to excel file.	
Use (Undo Arrow) icon to send the current report by Email.	
Use (Small Excel) icon to export current record to excel file.	
Use (Large Print) icon to Print all records.	
Use (Small Print) icon to print current record.	

➤ Reports

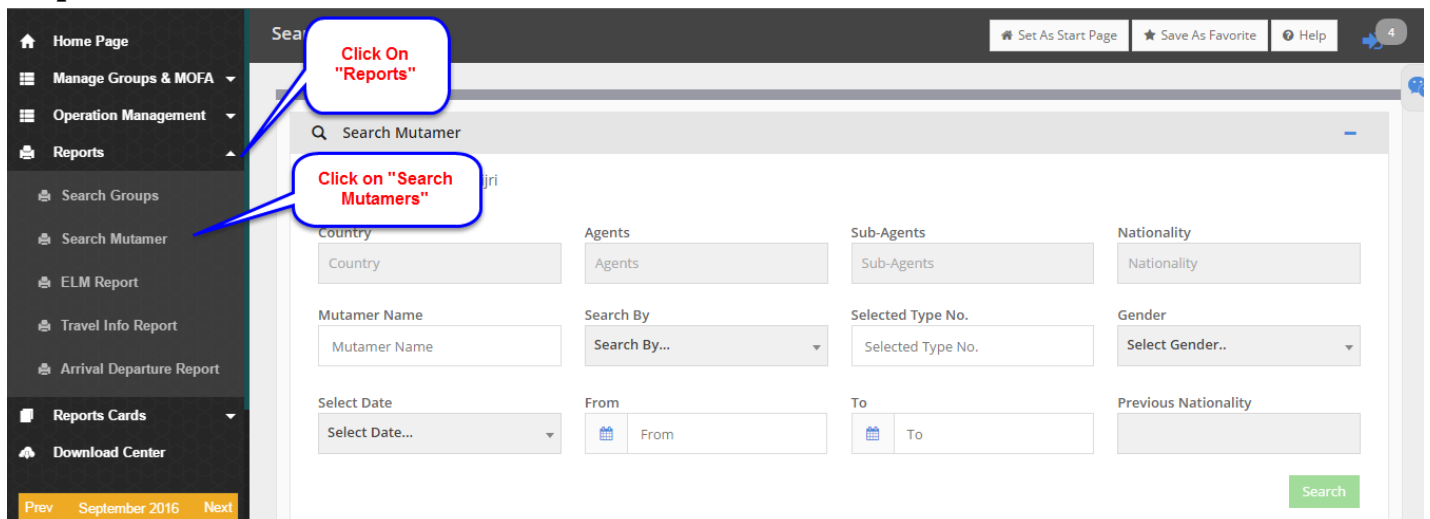
- Search Mutamers
- Print Passport Stickers

Step 1: Click on “Reports”

Step 2: Click on “Search Mutamers”

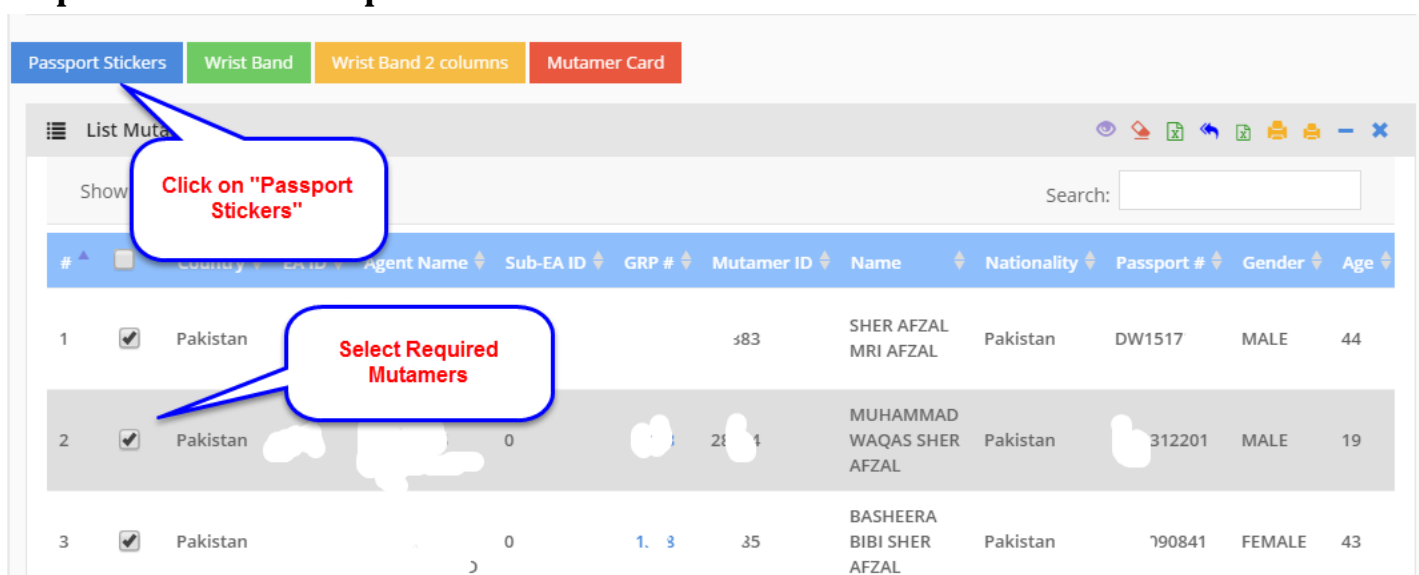
Step 3: A Search window will be opened.

Step 4: Select one of the criteria and click on “Search”



Step 5: Select the required mutamer or more than one mutamers.

Step 6: Click on “Passport Stickers”



#	Country	Agent Name	Sub-EA ID	GRP #	Mutamer ID	Name	Nationality	Passport #	Gender	Age
1	Pakistan				383	SHER AFZAL MRI AFZAL	Pakistan	DW1517	MALE	44
2	Pakistan		0		2814	MUHAMMAD WAQAS SHER AFZAL	Pakistan	312201	MALE	19
3	Pakistan		0	1. 3	35	BASHEERA BIBI SHER AFZAL	Pakistan	790841	FEMALE	43

This is the format of "Passport Sticker"

Border Number رقم الحدود	اسم المعتمر Pilgrim Name		
0	SHER AFZAL MRI AFZAL		
External Agent Name	الوكيل الخارجي		
Umrah Operator Name	شركة العمرة		
تاريخ البداية Start Date	بعدة عن الحرم Haram Distance	اسم الفندق Hotel Name	المدينة City
1437/02/16هـ	-	صفوة المنسي	مكة المكرمة
2015/11/28	-	safwat almansi	Makkah
1437/02/29هـ	-	برج المختارة	المدينة
2015/12/11	-	Almukhtarah Tower	Madina
Enter Travel Info		يتم إثبات الحقوق بناءً على البيانات أعلاه	
Border Number رقم الحدود	اسم المعتمر Pilgrim Name		
0	MUHAMMAD WAQAS SHER AFZAL		
External Agent Name	06 الوكيل الخارجي		
Umrah Operator Name	13 شركة العمرة		
تاريخ البداية Start Date	بعدة عن الحرم Haram Distance	اسم الفندق Hotel Name	المدينة City
1437/02/16هـ	-	صفوة المنسي	مكة المكرمة
2015/11/28	-	safwat almansi	Makkah
1437/02/29هـ	-	برج المختارة	المدينة
2015/12/11	-	Almukhtarah Tower	Madina
Enter Travel Info		يتم إثبات الحقوق بناءً على البيانات أعلاه	
Border Number رقم الحدود	اسم المعتمر Pilgrim Name		
0	BASHEERA BIBI SHER AFZAL		
External Agent Name	6 الوكيل الخارجي		
Umrah Operator Name	شركة العمرة		
تاريخ البداية Start Date	بعدة عن الحرم Haram Distance	اسم الفندق Hotel Name	المدينة City
1437/02/16هـ	-	صفوة المنسي	مكة المكرمة

Step 6: Print your Passport stickers to a "Sticker Paper"

➤ Reports

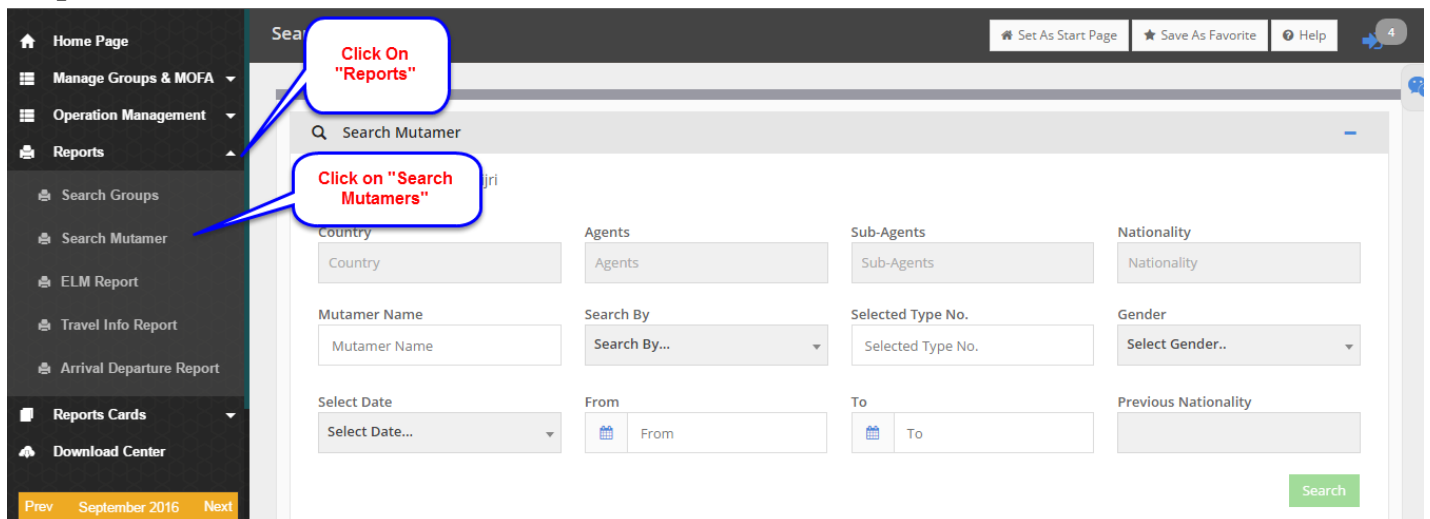
- Search Mutamers
- Print Mutamer Wrist Bands

Step 1: Click on “Reports”

Step 2: Click on “Search Mutamers”

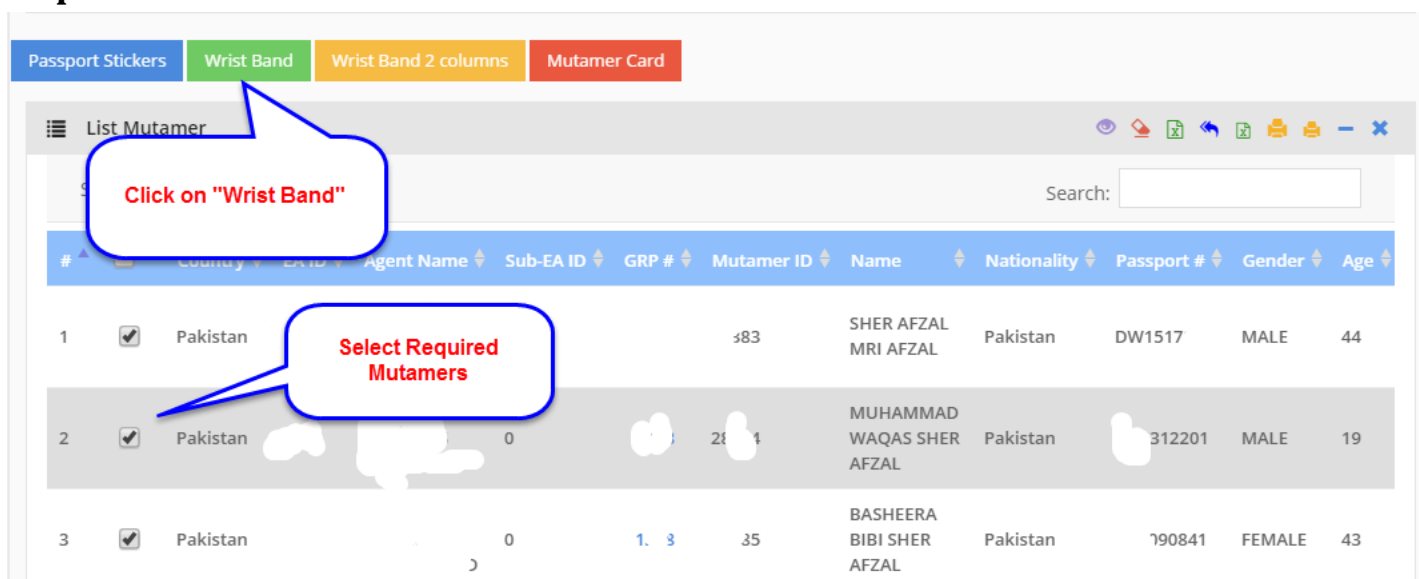
Step 3: A Search window will be opened.

Step 4: Select one of the criteria and click on “Search”



Step 5: Select the required mutamer or more than one mutamers.

Step 6: Click on “Wrist Band”



#	Country	Agent Name	Sub-EA ID	GRP #	Mutamer ID	Name	Nationality	Passport #	Gender	Age
1	Pakistan				383	SHER AFZAL MRI AFZAL	Pakistan	DW1517	MALE	44
2	Pakistan		0		281	MUHAMMAD WAQAS SHER AFZAL	Pakistan	312201	MALE	19
3	Pakistan		0	1. 3	35	BASHEERA BIBI SHER AFZAL	Pakistan	790841	FEMALE	43

Step 6: Print your Wrist Bands

Note: Wrist Band 2 Column means mutamers record will be divided into two columns in the same page.

Wrist Band of 1st Mutamer	اسم المتمر Pilgrim Name	MOI No.	اسم المتمر Pilgrim Name	MOI No.	Wrist Band of 3rd Mutamer
Wrist Band of 2nd Mutamer	SHER AFZAL MRI AFZAL		MUHAMMAD WAQAS SHER AFZAL		
	BASHEERA BIBI SHER AFZAL				

➤ Reports

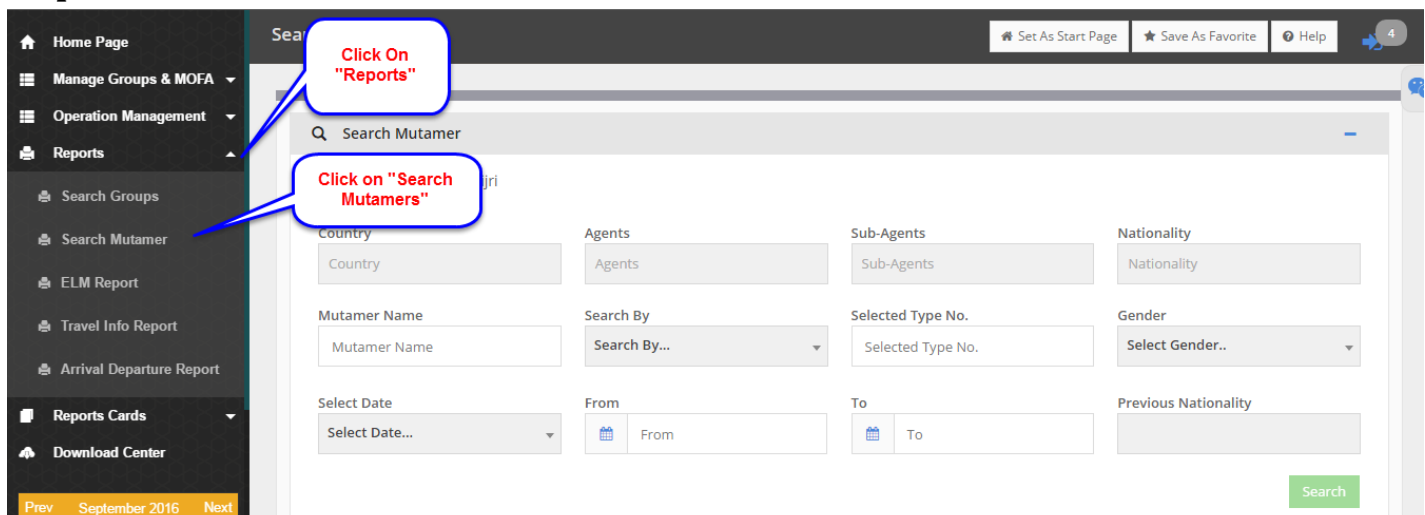
- Search Mutamers
- Print Mutamer Card

Step 1: Click on "Reports"

Step 2: Click on "Search Mutamers"

Step 3: A Search window will be opened.

Step 4: Select one of the criteria and click on "Search"



Step 5: Select the required mutamer or more than one mutamers.

Step 6: Click on "Mutamer Card"

Passport Stickers Wrist Band Wrist Band 2 columns **Mutamer Card**

List Mutamer

Show 5 entries Search:

#	Country	EA ID	Agent Name	Mutamer ID	Name	Nationality	Passport #	Gender	Age
1	Pakistan			83	SHER AFZAL MRI AFZAL	Pakistan	DW1517	MALE	44
2	Pakistan			28	MUHAMMAD WAQAS SHER AFZAL	Pakistan	312201	MALE	19
3	Pakistan			35	BASHEERA BIBI SHER AFZAL	Pakistan	790841	FEMALE	43

Click on "Mutamer Card"

Select Required Mutamers

Step 6: Print your Mutamer Card

Without date With date

Card will be expired with end of Visa Validity

Card will be expired with Specified Expiry Date

Mutamer Photo

Specified Expiry Date

0 : رقم الهاتف

BASHEERA BIBI SHER AFZAL
Pakistan
TN30

اسم المعتمر:
الجنسية:
رقم الجواز:
رقم الدخولية:
رقم المعتمر:
اسم الوكيل:
صلاحية البطاقة:

0
0
1437/ /
Expires with end of Visa

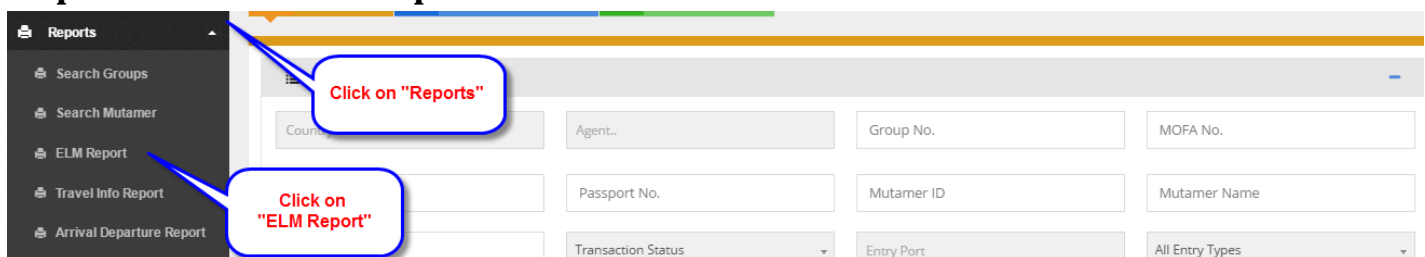
➤ Reports

▪ ELM Report

✓ Data Search

Step 1: Click on “Reports”

Step 2: Click on “ELM Reports”



The screenshot shows a web application interface. On the left, a dark sidebar contains a 'Reports' menu with options: 'Search Groups', 'Search Mutamer', 'ELM Report', 'Travel Info Report', and 'Arrival Departure Report'. A blue callout bubble points to the 'Reports' menu item with the text 'Click on "Reports"'. Another blue callout bubble points to the 'ELM Report' option with the text 'Click on "ELM Report"'. The main area of the screen displays a search criteria form with the following fields: 'Country', 'Agent..', 'Group No.', 'MOFA No.', 'Passport No.', 'Mutamer ID', 'Mutamer Name', 'Transaction Status' (a dropdown menu), 'Entry Port', and 'All Entry Types' (a dropdown menu).

Step 3: A Search window will be opened in “Data Search” screen with the following search criteria:

- ✓ **Country:** Means your Country.
- ✓ **Agent:** Means your Agent’s Name
- ✓ **Group No:** Means you can search by entering single or multiple Group Numbers. i.e. type 1st Group No then press enter, type 2nd Group No then press enter and so on.
- ✓ **MOFA No:** Means you can search by entering single or multiple MOFA Numbers. i.e. type 1st MOFA No then press enter, type 2nd MOFA No then press enter and so on.
- ✓ **Visa No:** Means you can search by entering single or multiple Visa Numbers. i.e. type 1st Visa No then press enter, type 2nd Visa No then press enter and so on.
- ✓ **Passport No:** Means you can search by entering single or multiple Passport Numbers. i.e. type 1st Passport No then press enter, type 2nd Passport No then press enter and so on.
- ✓ **Mutamer ID:** Each Mutamer has a unique ID it means you can search by entering single or multiple Mutamer ID Numbers. i.e. type 1st Mutamer ID then press enter, type 2nd Mutamer ID then press enter and so on.
- ✓ **Mutamer Name:** Means you can search by entering single or multiple Mutamer Names. i.e. type 1st Mutamer Name then press enter, type 2nd Mutamer Name then press enter and so on.

- ✓ **Entry No.** Each Mutamer has Unique MOI Number it means you can search by entering single or multiple MOI Numbers. i.e. type 1st MOI No then press enter, type 2nd MOI No then press enter and so on.
- ✓ **Transaction Status:** Elm Report brings for you the arrival and departure statistics but you can search for a particular status i.e. change package before arrival, arrested etc. Select the required transaction from drop down list.
- ✓ **Entry Port:** Means you can search by a particular Port by selecting from drop down list
- ✓ **Entry Type:** Means you can search for a particular entry type i.e. Air, Land, Sea by selecting from drop down list.
- ✓ **Entry From(G) :** Means you can search for a particular period by selecting the entry date from drop down list and it should be Gregorian date because ELM is dealing with Gregorian Dates.
- ✓ **Entry To(G) :** Means you can search for a particular period by selecting the entry date from drop down list and it should be Gregorian date because ELM is dealing with Gregorian Dates.
- ✓ **Exit From(G) :** Means you can search for a particular period by selecting the exit date from drop down list and it should be Gregorian date because ELM is dealing with Gregorian Dates.
- ✓ **Exit To(G) :** Means you can search for a particular period by selecting the exit date from drop down list and it should be Gregorian date because ELM is dealing with Gregorian Dates.
- ✓ **Exit Port:** Means you can search by a particular Port by selecting from drop down list
- ✓ **Exit Type:** Means you can search for a particular exit type i.e. Air, Land, Sea by selecting from drop down list.
- ✓ **Different Entry Exit Ports:** Mutamer can enter from one port and exit from another port. Checking this option will differentiate that Mutamer.
- ✓ **Exit Status:** Means you can select the status by selecting from drop down list

Step 4: Select one of the criteria and click on “Search”

ELM Report

Set As Start Page Save As Favorite Help

Data Search Summary Entry & Exit Unmatched Data

Search

Country.. Agent.. MOFA No.

VISA No. Passport No. Mutamer ID Mutamer Name

Entry No. Transaction Status Entry Port All Entry Types

Entry Flight No. Exit Flight No.

Entry From (G) Entry To (G) Exit From (G)

Exit Port All Exit Types Different Entry Exit Ports

Search

Mutamer Data Search

Select one of the search criteria

Click on "Search"

➤ Reports

▪ ELM Report

✓ Summary Entry and Exit

This report will give you a summary of Entry and the exit count from that entry.

Step 1: Click on "Reports"

Step 2: Click on "ELM Reports"

Reports

Search Groups Search Mutamer ELM Report Travel Info Report Arrival Departure Report

Click on "Reports"

Click on "ELM Report"

Country.. Agent.. Group No. MOFA No.

Passport No. Mutamer ID Mutamer Name

Transaction Status Entry Port All Entry Types

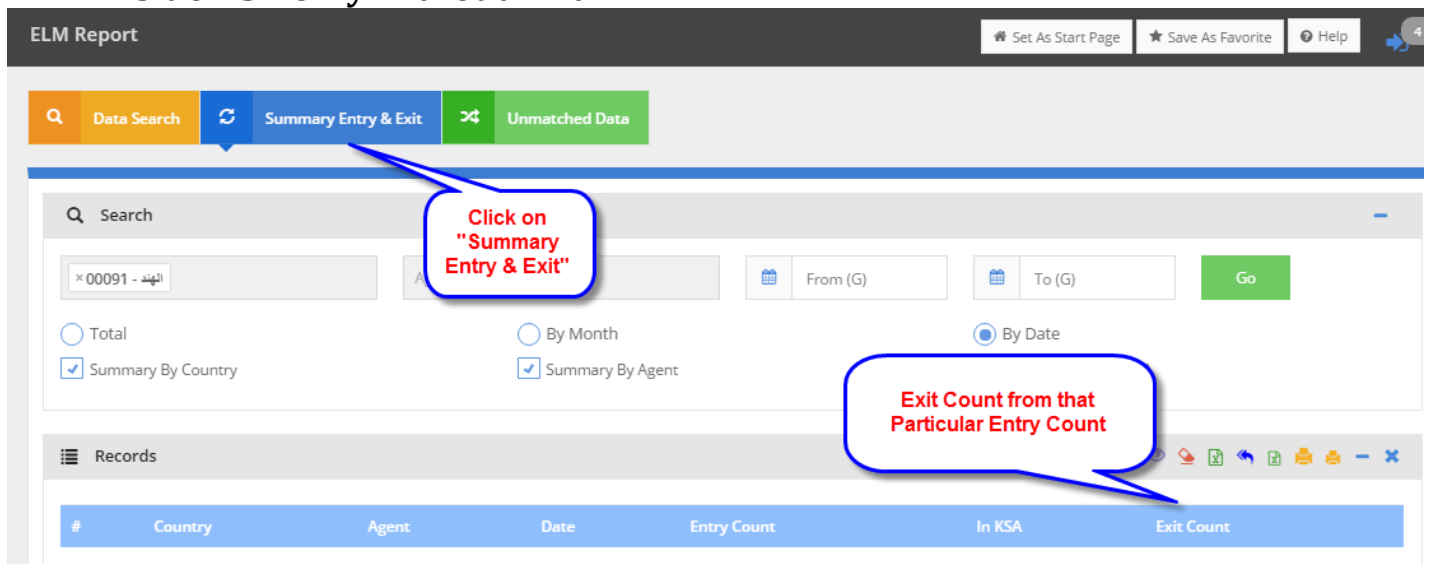
Step 3: Click "Summary Entry and Exit" and you will find the following options available with search criteria:

- ✓ Country: Means your Country
- ✓ Agent : Means your name
- ✓ From (G) : Means select a particular entry date in Gregorian.

- ✓ **To (G) :** Means select a particular Entry To date in Gregorian.

Step 4: Click on “Go” button to search with the following options:

- ✓ **Total :** Selecting this option will bring the total number of Mutamers
- ✓ **By Month:** Selecting this option will bring the record by Monthly basis.
- ✓ **By Date:** Selecting this option will bring the record by Daily basis.
- ✓ **Summary By Country:** Selecting this option will bring the records by County Name.
- ✓ **Summary By Agent:** Selecting this option will bring the records by Agent Name.
- ✓ **Show Only Inside KSA:** Selecting this option will bring the records for Inside KSA only without Exit.



➤ Reports

▪ ELM Report

✓ Unmatched Data

This report will give you a report of those Mutamers who Entered KSA without any Agent and they might be guests of Saudi Embassies all over the world. So when they Enter to KSA then they will be distributed to different Umra Operators.

Step 1: Click on “Reports”

Step 2: Click on “ELM Reports”

➤ Reports

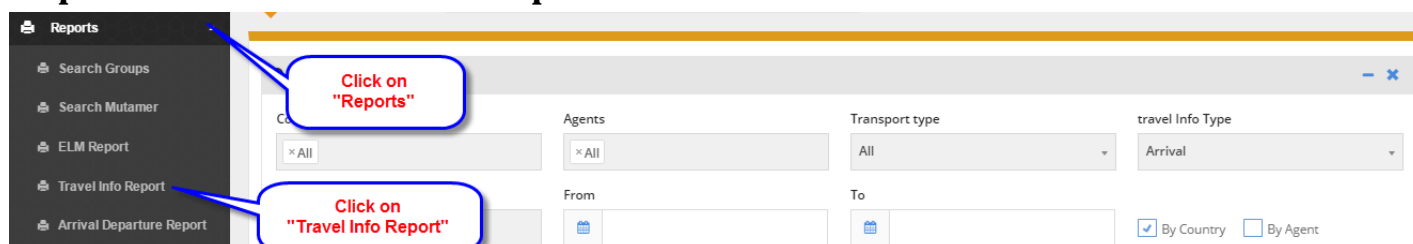
▪ Travel Info Report

✓ Travel Info Summary

This report will give you a summary for your inserted travel info.

Step 1: Click on “Reports”

Step 2: Click on “Travel Info Report”



The screenshot shows a web application interface. On the left is a dark sidebar menu with the title 'Reports' and several options: 'Search Groups', 'Search Mutamer', 'ELM Report', 'Travel Info Report', and 'Arrival Departure Report'. A red callout bubble points to 'Reports' in the menu. The main area on the right is a light gray form titled 'Travel Info Report'. It contains several input fields: 'Country' (with a dropdown menu showing 'All'), 'Agents' (with a dropdown menu showing 'All'), 'Transport type' (with a dropdown menu showing 'All'), and 'travel Info Type' (with a dropdown menu showing 'Arrival'). There are also 'From' and 'To' date pickers. At the bottom right, there are two checkboxes: 'By Country' (checked) and 'By Agent' (unchecked). A second red callout bubble points to 'Travel Info Report' in the sidebar menu.

Step 3: Click on “Travel Info Summary”

Step 4: Search for your data with the following criteria:

- ✓ **Country:** Means your country name.
- ✓ **Agents:** Means your name.
- ✓ **Transport Type:** Means Mutamers arrived by Air, Land or Sea.
- ✓ **Travel Info Type:** Means your travel info either Arrival or Departure.
- ✓ **Port:** Means entry or exit port.
- ✓ **From:** Select a particular from date.
- ✓ **To:** Select a particular To date.
- ✓ **By Country:** It will give you the summary by country.
- ✓ **By Agent:** It will give you the summary by Agent.

Travel Info Report

Set As Start Page Save As Favorite Help

Travel Info Summary Travel Info Details Arrived Without TravellInfo

Search

Country Agents Transport travel Info Type

Port From To

By Country By Agent

Search

Records

#	Arrival Date	Departure Date	Agent Name	Country	Mutamer Count	Adult Count	Child Count	Infant Count
---	--------------	----------------	------------	---------	---------------	-------------	-------------	--------------

Step 5: Click on "Search" button.

➤ Reports

▪ Travel Info Report

✓ Travel Info Details

In this report you will find your inserted travel info with Mutamer details.

Step 1: Click on "Reports"

Step 2: Click on "Travel Info Report"

Reports

Search Groups Search Mutamer ELM Report Travel Info Report Arrival Departure Report

Country Agents Transport type travel Info Type

Port From To

Mutamer Name Select Mutamer # Type Selected #

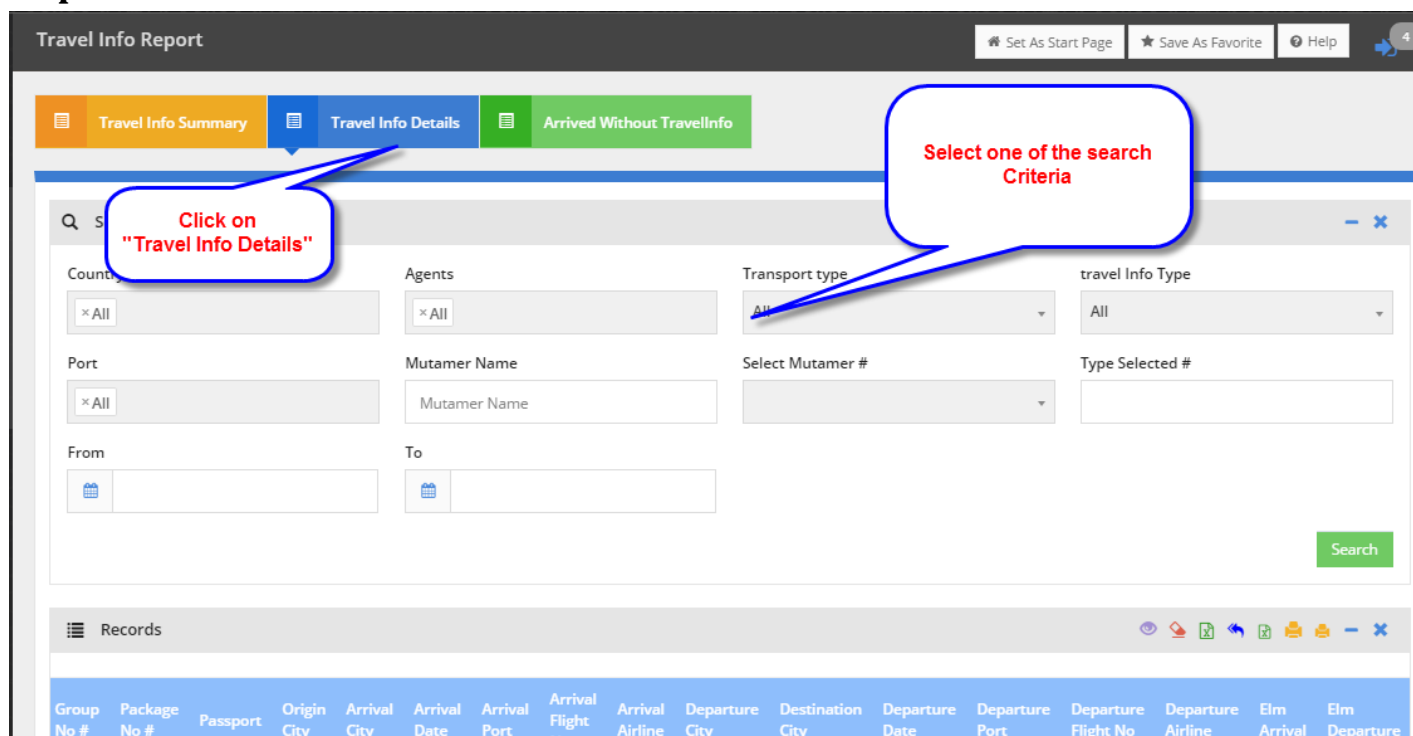
Step 3: Click on "Travel Info Details"

Step 4: Search for data with the following criteria:

- ✓ Country: Means your country name.
- ✓ Agents: Means your name.
- ✓ Transport Type: Means Mutamers arrived by Air, Land or Sea.

- ✓ **Travel Info Type:** Means your travel info either Arrival or Departure.
- ✓ **Port:** Means entry or exit port.
- ✓ **Mutamer Name:** Means you can search by entering single or multiple Mutamer Names. i.e. type 1st Mutamer Name then press enter, type 2nd Mutamer Name then press enter and so on.
- ✓ **Select Mutamer # :** Means you select one of the search items from drop down list.
- ✓ **Type Selected # :** If you select Passport No in Select Mutamer # field then you have to enter the Passport Number in this field.
- ✓ **From (G) :** Means select a particular date in Gregorian.
- ✓ **To (G) :** Means select a particular To date in Gregorian.

Step 5: Click on "Search"



The screenshot shows the 'Travel Info Report' application interface. At the top, there are navigation tabs: 'Travel Info Summary', 'Travel Info Details' (highlighted with a blue callout), and 'Arrived Without TravellInfo'. Below the tabs, there are search filters for 'Country', 'Agents', 'Transport type', 'travel Info Type', 'Port', 'Mutamer Name', 'Select Mutamer #', and 'Type Selected #'. A green 'Search' button is located at the bottom right of the filter section. Below the filters, there is a table with columns for 'Group No #', 'Package No #', 'Passport', 'Origin City', 'Arrival City', 'Arrival Date', 'Arrival Port', 'Arrival Flight No', 'Arrival Airline', 'Departure City', 'Destination City', 'Departure Date', 'Departure Port', 'Departure Flight No', 'Departure Airline', 'Elm Arrival', and 'Elm Departure'.

➤ Reports

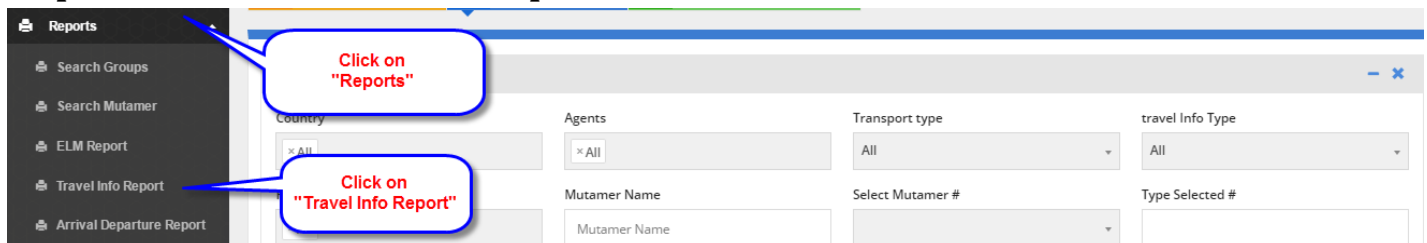
▪ Travel Info Report

✓ Arrive Without Travel Info

In this report you will find those Mutamer who arrived in KSA without travel info

Step 1: Click on "Reports"

Step 2: Click on "Travel Info Report"



Click on "Reports"

Click on "Travel Info Report"

Country: × All

Agents: × All

Transport type: All

travel Info Type: All

Mutamer Name: Mutamer Name

Select Mutamer #:

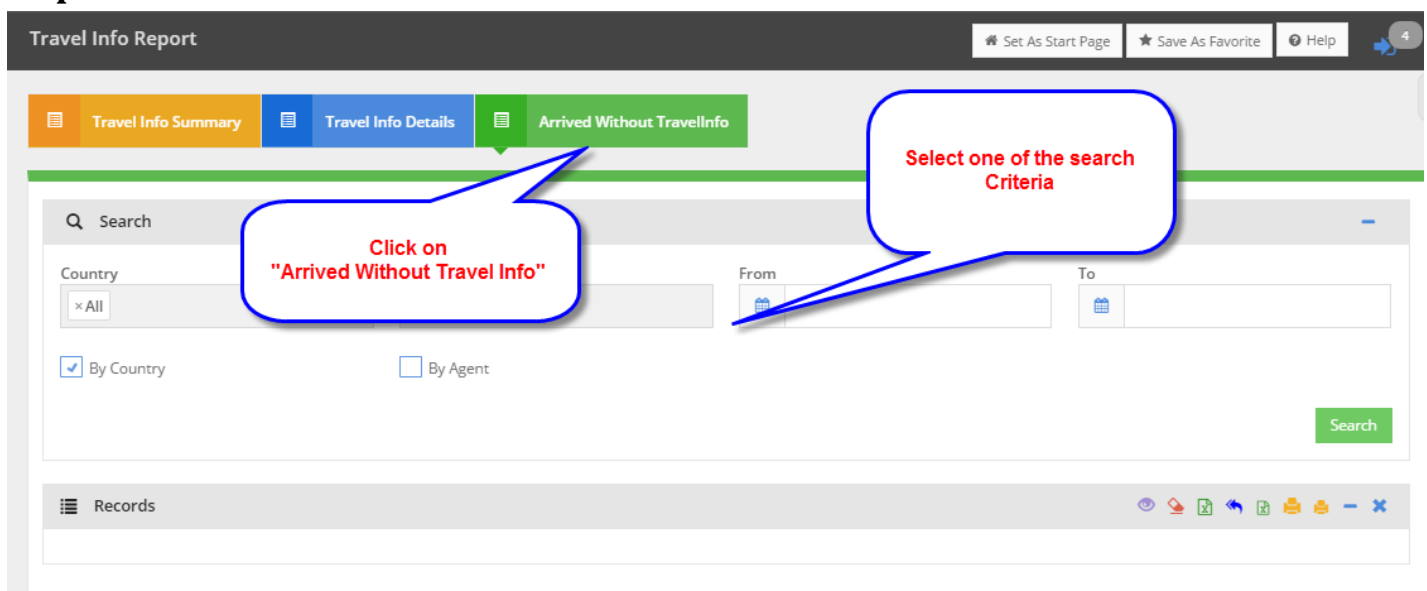
Type Selected #:

Step 3: Click on "Arrived Without Travel Info"

Step 4: Search for data with the following criteria:

- ✓ **Country:** Means your country name.
- ✓ **Agents:** Means your name.
- ✓ **From (G) :** Select a particular date in Gregorian.
- ✓ **To (G) :** Select a particular To date in Gregorian.
- ✓ **By Country:** It will give you the summary by country.
- ✓ **By Agent:** It will give you the summary by Agent.

Step 5: Click on "Search"



Travel Info Report

Set As Start Page Save As Favorite Help

Travel Info Summary Travel Info Details Arrived Without TravellInfo

Search

Country: × All

From: To:

☒ By Country ☐ By Agent

Search

Records

Click on "Arrived Without Travel Info"

Select one of the search Criteria

➤ Reports

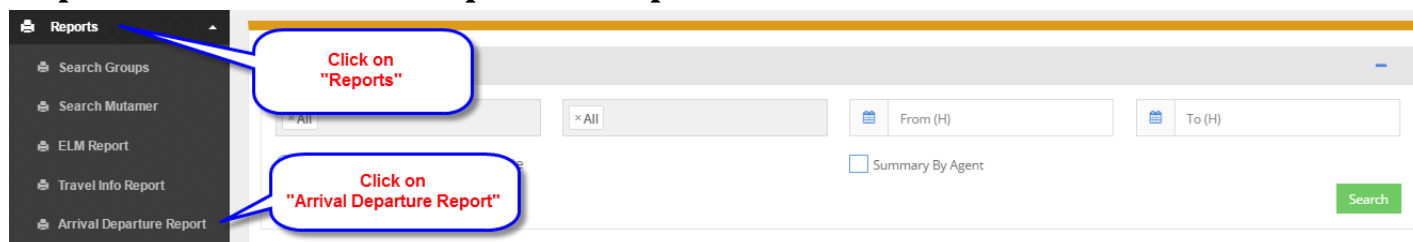
▪ Arrival Departure Report

✓ Summary MOFA Arrival & Departure

There is a Rule in MOH (Ministry of Hajj) which calculates the 50 % arrival of MOFA, if you violate this rule then your system will be InActive. For example: If you issue MOFA count of 50 Mutamers on day one then on day 31st 50% Mutamers (25) from that MOFA count must arrive to KSA to avoid Inactivation. So this report will give you the summary and calculation of that rule. If violated the rule then it will give you the required arrival count to Activate.

Step 1: Click on “Reports”

Step 2: Click on “Arrival Departure Report”



Step 3: Click on “Summary MOFA Arrival & Departure”

Step 4: Select one of the following search criteria:

- ✓ **Country:** Means your country name.
- ✓ **Agents:** Means your name.
- ✓ **From (H) :** Select a particular date in Hijri.
- ✓ **To (H) :** Select a particular To date in Gregorian
- ✓ **Total :** Means you will get the summary by total count
- ✓ **By Month:** Means you will get the summary on monthly basis.
- ✓ **By Date:** Means you will get the summary on daily basis.
- ✓ **Summary By Agent:** Means you will get the summary by Agent.

Step 5: Select one of the search criteria and click on “Search” button.

Arrival Departure Report

Set As Start Page Save As Favorite Help

Summary MOFA Arrival & Departure Summary Arrival & Departure

Search

× All

Total By Month By Date

From (H)

Summary By Agent

Search

Records

#	Country	Agent	Scope	MOFA Count	Arrival Count	Arrival %	Departure Count	Departure %	Count Needed
---	---------	-------	-------	------------	---------------	-----------	-----------------	-------------	--------------

Click on "Summary MOFA Arrival & Departure"

Select one of the criteria and click on "Search" button

Required Arrival count to activate

➤ Reports

▪ Arrival Departure Report

✓ Summary Arrival & Departure

This report will give you the brief summary of your Arrival and Departure.

Step 1: Click on "Reports"

Step 2: Click on "Arrival Departure Report"

Reports

Search Groups

Search Mutamer

ELM Report

Travel Info Report

Arrival Departure Report

Click on "Reports"

Click on "Arrival Departure Report"

× All

From (H)

To (H)

Summary By Agent

Search

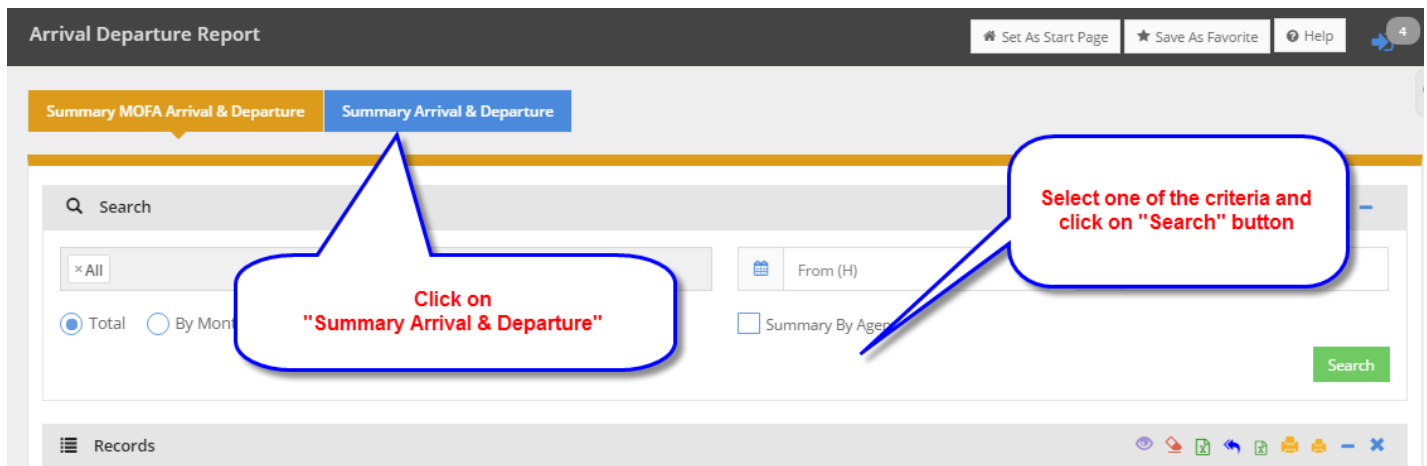
Step 3: Click on "Summary Arrival & Departure"

Step 4: Select one of the following search criteria:

- ✓ **Country:** Means your country name.
- ✓ **Agents:** Means your name.
- ✓ **From (H) :** Select a particular date in Hijri.
- ✓ **To (H) :** Select a particular To date in Gregorian
- ✓ **Total :** Means you will get the summary by total count
- ✓ **By Month:** Means you will get the summary on monthly basis.

- ✓ **By Date:** Means you will get the summary on daily basis.
- ✓ **Summary By Agent:** Means you will get the summary by Agent.

Step 5: Select one of the search criteria and click on “Search” button.



➤ Report Cards

▪ Agent Card

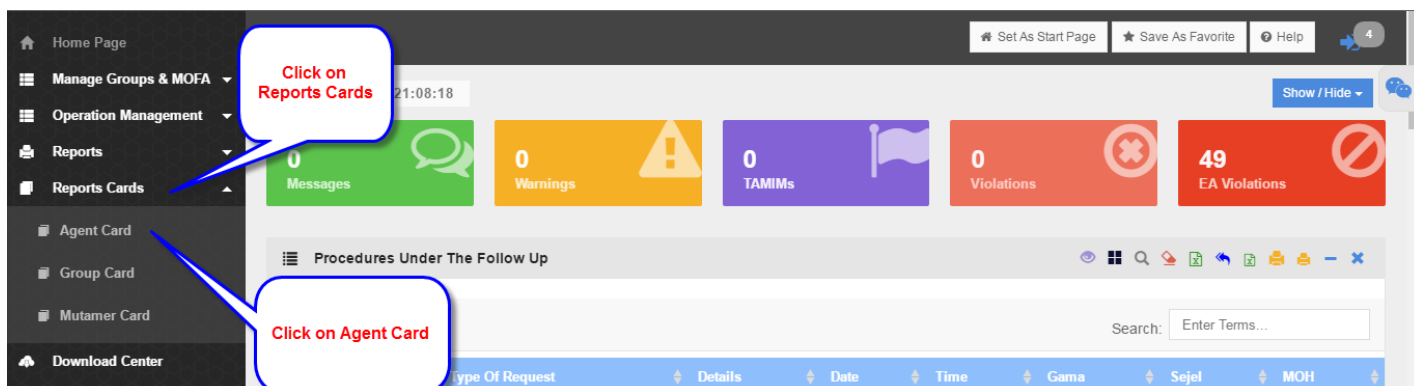
This report card will show you the brief information about Agent and statistics of its work through the season

Step 1: Click on “Report Cards”

Step 2: Click on “Agent Card” and you will find the following information:

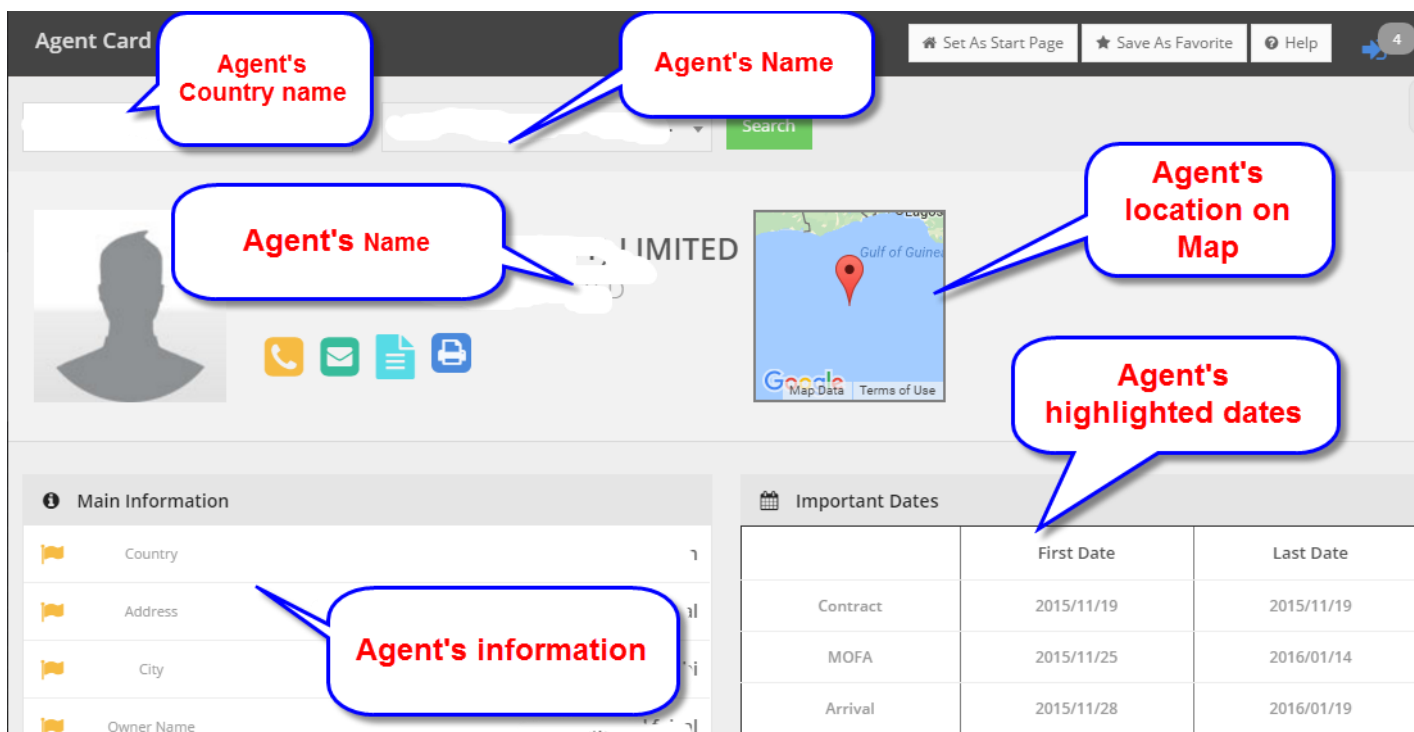
- ✓ **Main Information:** Here you will find all information about you. i.e. Agent name, Country, Address , your location Google map.
- ✓ **Important Dates:** Here you can see when your contract starts and ends, when first and last MOFA has been issued etc.
- ✓ **Important Counts:** Here you can find the total counts of Packages used, Groups used etc.
- ✓ **Mutamer Statistics:** Here you can see your statistics on a Graphical view.
- ✓ **Transactions:** Here you can see your transactions i.e. Total Cancelled MOFA, Total Entry etc.

Step 3: Click on Print button to print the report card.



Click on Reports Cards

Click on Agent Card



Agent's Country name

Agent's Name

Agent's Name

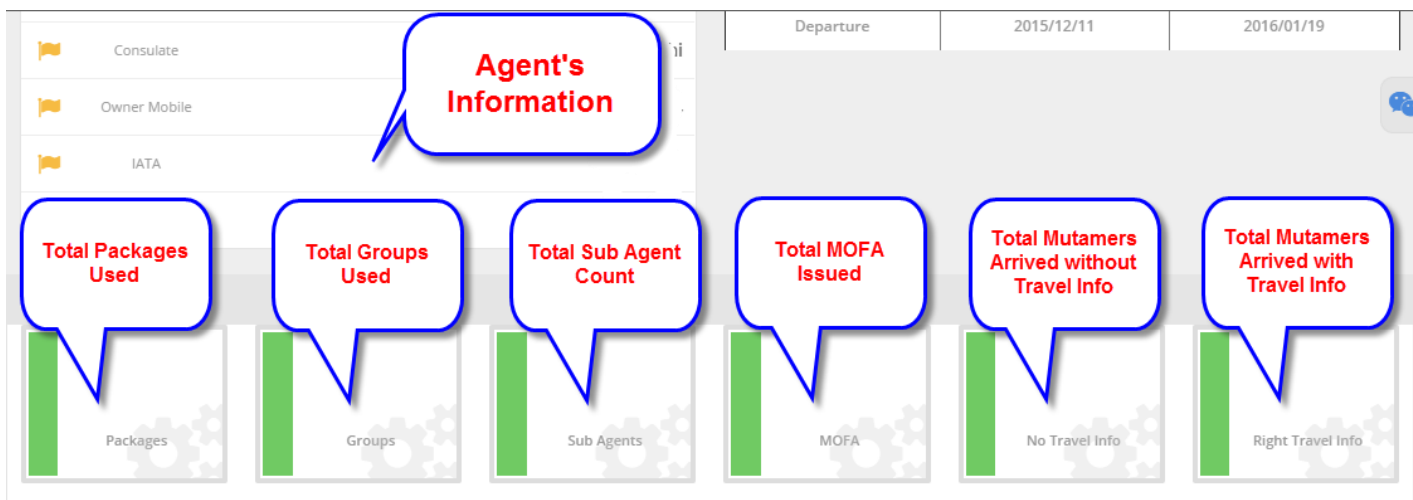
Agent's location on Map

Agent's highlighted dates

Agent's information

Main Information	
Country	
Address	
City	
Owner Name	

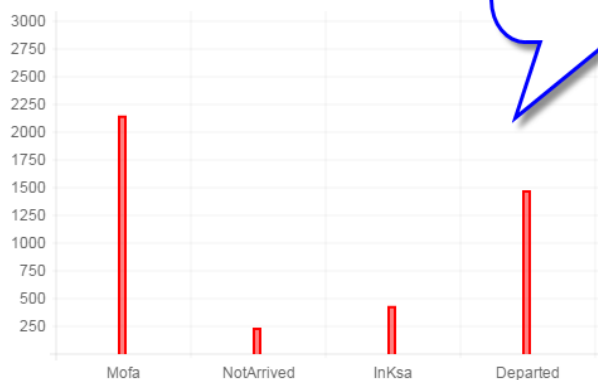
Important Dates		
	First Date	Last Date
Contract	2015/11/19	2015/11/19
MOFA	2015/11/25	2016/01/14
Arrival	2015/11/28	2016/01/19



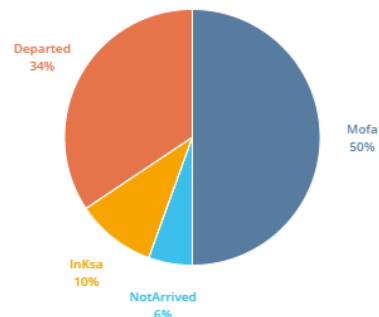
Sub Agent Important Counts

Sub Agent Important Counts

Mutamer Statistics



Mutamer Statistics on Graph



Transactions

Cancel MOFA: 1992 Entry: 0 Total Chk-In: 173 Lost Passport: 0 Visa: 1923
 Change PKG Before Arrival: 1912 Total Chk-Out: 0 Arrested/Released: 0/0
 Travel Info: 0 Left: 0 Makkah Chk-In/Out: 0/0 Madina Chk-In/Out: 0/3832

➤ Report Cards

▪ Group Card

This report card will show you the brief information about particular Group and its statistics with Mutamer list

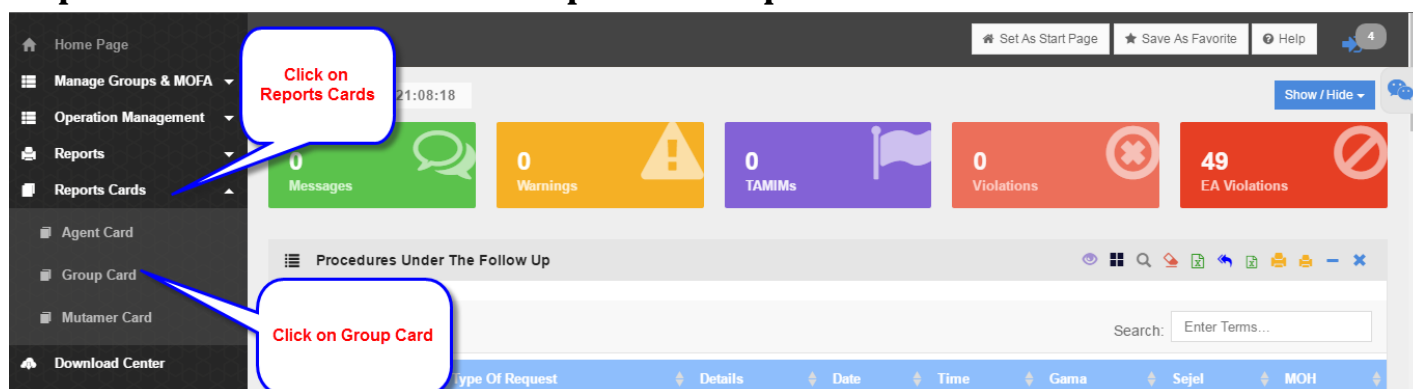
Step 1: Click on “Report Cards”

Step 2: Click on “Group Card”

Step 3: Enter Group Number and click on “Search” button and you will find the following information:

- ✓ **Group Information:** Here you will find all information about your Group i.e. when it's been requested, when voucher received, when MOFA has been issued etc.
- ✓ **Mutamer Information:** Here you will find details about Group's Mutamers, i.e. Adults, Childs, Infants, how many of them arrived etc. You can print that section as well as you can export that section to Excel and also you can send that section by email to someone.
- ✓ **Package Information:** Here you find package information, its duration, number of cities.
- ✓ **Mutamer List:** Here you can see the Mutamer Names related to this Group. You can print that section as well as you can export that section to Excel and also you can send that section by email to someone.

Step 4: Click on “Print” button to print the report card



Group Card

[Set As Start Page](#)
[Save As Favorite](#)
[Help](#)

Group No.

Search

Print

Enter Group Number

UO NAME:

Click on Search



UO NAME:

Group Information

Requested On:	Voucher On:	MOFA On:
Countries:	Agents:	Consulate:
GRP No. :	GRP Name:	Last Status:
Voucher No. :	Voucher Amount:	Voucher Status:
Sub-Agents:		
GRP Note On:		

Package Information

Mutamers List

Mutamer Information

Group Actions

[Add](#)
[Edit](#)
[Delete](#)
[Print](#)
[Refresh](#)

[Add](#)
[Edit](#)
[Delete](#)
[Print](#)
[Refresh](#)

[Add](#)
[Edit](#)
[Delete](#)
[Print](#)
[Refresh](#)

➤ Report Cards

▪ Mutamer Card

This report card will show you the brief information about a particular Mutamer

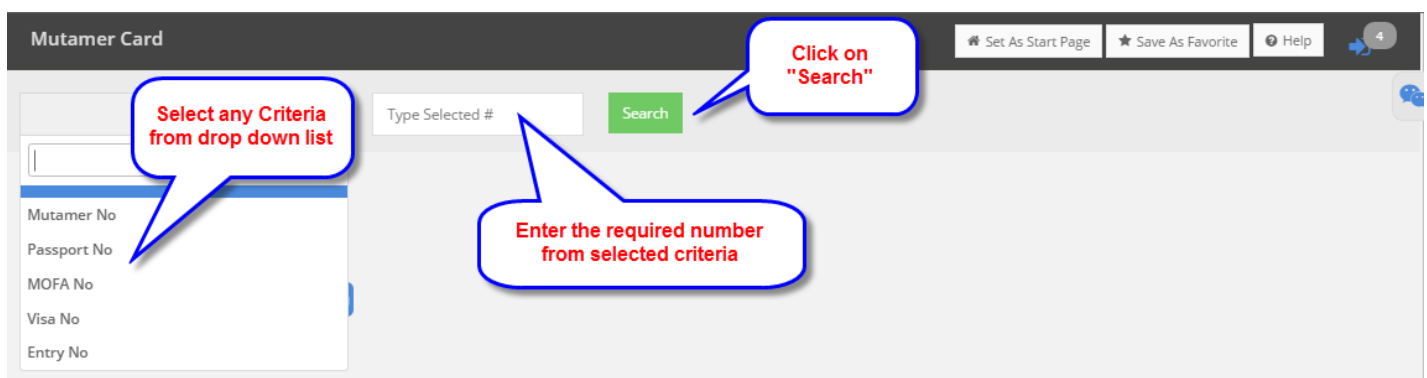
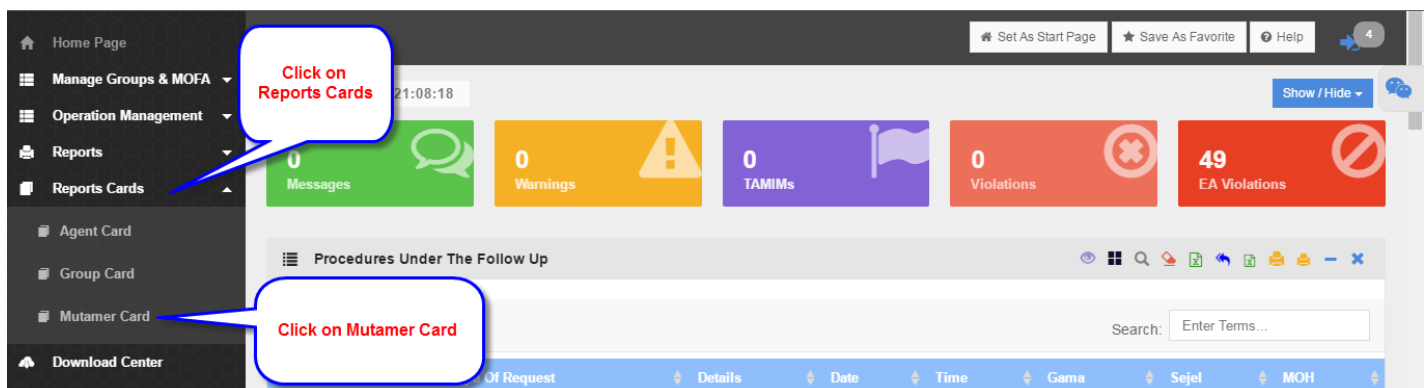
Step 1: Click on “Report Cards”


Step 2: Click on “Mutamer Card”

Step 3: Search for a Mutamer with any available data you have from drop down list and you will find the following information:

- ✓ **Mutamer Photo:** Here you can see Mutamer Photo if available.
- ✓ **Package Information:** Here you will find all information about Package used by Mutamer. i.e. Hotel Name, Duration etc.
- ✓ **Mutamer Information:** Here you will find all details about Mutamer. i.e. Name, Nationality, Visa No, MOI Number etc.
- ✓ **Mutamer Relatives:** Here you will find the Mahram details of the Mutamer.




Step 4: Click on “Print” button to print the report card.





KARIM HOSSAM IBRAHIM SOLIMAN - MALE

Egypt

Package Information	Mutamer Information																																				
<div> <div>7</div> <div>15</div> <div>Makkah 1</div> </div>	<table> <tr> <td>Passport No.:</td> <td>A17317110</td> <td>Countries:</td> <td>Egypt</td> <td>City:</td> <td></td> </tr> <tr> <td>Occupation:</td> <td>طالب</td> <td>Birth Date:</td> <td>2001-12-04</td> <td>Perv Nationality:</td> <td>-NA-</td> </tr> <tr> <td>Age:</td> <td>15</td> <td>Marital Status:</td> <td>Other</td> <td>Relative Count:</td> <td>1</td> </tr> <tr> <td>Arrival Info:</td> <td>..</td> <td>MID:</td> <td>451230</td> <td></td> <td></td> </tr> <tr> <td>Departure Info:</td> <td>..</td> <td>EA ID:</td> <td>8641</td> <td></td> <td></td> </tr> <tr> <td>Group No.:</td> <td>25877</td> <td>TRX Status:</td> <td>-</td> <td>Visa No:</td> <td>0</td> </tr> </table>	Passport No.:	A17317110	Countries:	Egypt	City:		Occupation:	طالب	Birth Date:	2001-12-04	Perv Nationality:	-NA-	Age:	15	Marital Status:	Other	Relative Count:	1	Arrival Info:	..	MID:	451230			Departure Info:	..	EA ID:	8641			Group No.:	25877	TRX Status:	-	Visa No:	0
Passport No.:	A17317110	Countries:	Egypt	City:																																	
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Age:	15	Marital Status:	Other	Relative Count:	1																																
Arrival Info:	..	MID:	451230																																		
Departure Info:	..	EA ID:	8641																																		
Group No.:	25877	TRX Status:	-	Visa No:	0																																

Mutamer Relatives

451225
HOSSAM IBRAHIM SOLIMAN MOHAMED
A17317227

➤ Download Centers

▪ Offline Mutamer Data Entry

Step 1: Click on “Download Center”

Step 2: Then Click on “Offline Mutamer Data Entry”



Step 3: It will start downloading, once it finished, double click to Launch the installation.

Step 4: Proceed with installation until you reach to “Close” button.

Step 5: You will find an icon in your Desktop with name “GAMA Umra Offline”

